



SECTIONAL TITLE SCHEME & HOMEOWNER ASSOCIATION MANAGEMENT SPECIALISTS

Residential Property Management





ESTATE AGENCY AFFAIRS BOARD
OF SOUTH AFRICA

FIDELITY FUND CERTIFICATE

VALID FROM DATE OF ISSUE TO 31 DECEMBER
OF THE UNDERMENTIONED YEAR

ANGOR PROPERTY SPECIALIST (PTY) LTD

2021

P O BOX 78731
SANDTON
SANDTON
GAUTENG
2146

Date of Issue

01/01/2021

Capacity

FIRM

Certificate Number

2021107200

Full Names

ANGOR PROPERTY SPECIALISTS

Name of firm/Company/Close Corporation

ANGOR PROPERTY SPECIALIST (PTY) LTD

Endorsement

NIL

This is to certify that subject to the provisions of act 112 of 1976 the entity whose name appears on this certificate has complied with the provisions of section 16 of act 112 of 1976 and the regulations promulgated in terms of the said section



FOR AND ON BEHALF OF THE
ESTATE AGENCY AFFAIRS BOARD



Established in 1998, now managing in excess of 45 000 units.

Fully compliant with the EAAB (Estate Agency Affairs Board) with up to date Fidelity Fund insurance.

R1 Million additional Fidelity Insurance Cover

In addition to the required Fidelity Fund Certificate which we hold with the Estate Agency Affairs Board over possible claims against losses to our Trust Fund, ANGOR is the only Managing Agent who offers an additional R1 Million insurance cover - a precaution we believe will add peace of mind to all our complexes.

Founding Member of NAMA (National Association of Managing Agents) with up to date membership.

Independent Compliance Committee

On a quarterly basis, our auditors, assisted by independent Scheme Executives from some of our larger managed schemes conduct a quarterly audit of trust fund accounts for all schemes managed by ANGOR. This Independent Compliance Committee certifies the compliance of all ANGOR trust fund accounts. A certificate is issued to each scheme under our management.

Separate Trust account for each Body Corporate

- ANGOR shall assist Scheme Executives to maintain the balance of the funds of the scheme, in a separate trust account, opened by ANGOR specifically for the scheme.
- This trust account will be audited.
- Accounts are balanced Real Time using ABSA host-to-host.
- Bank statements can be viewed by Scheme Executives on the ANGOR Online platform.

Investment Accounts

- General reserve funds are invested in an investment account in terms of Section 32(2)(a) – (e) of the Estate Agency Affairs Act 112 of 1976 and Section 4(g) of the Sectional Titles Schemes Management (STSM) Act.
- ANGOR shall assist Scheme Executives to open a separate investment account for the maintenance reserve fund, as specified in Management Rule 26(b) of the STSM Act.
- Interest earned on the balance of the funds of the scheme shall accrue to the scheme on a monthly basis, at the interest rate applicable to the investment trust accounts.
- Invested funds can be accessed within 24 hours.

Registered Training Partner with CIMA

ANGOR is the only Property Management Company in South Africa that is an accredited CIMA International Training Partner. The Chartered Institute of Management Accountants (CIMA) is a worldwide professional body for management accountants. ANGOR is proud to offer our clients the services of some of the most promising management accountants in the business. We are honoured to contribute in developing a new generation of committed, qualified management accountants.

Unique Custom Management Program

ANGOR is a systems-driven company with the most technologically advanced programs specifically tailored and developed in house for the property industry. Every facet of our business is driven through automated, custom designed systems, which have been implemented to ensure that processes run without a hitch.

A dedicated Property Management Team

In the Managing Agent industry, it is traditional for each scheme to be allocated to an individual “Property Manager/Portfolio Specialist” who oversees and controls the finances of the scheme. At ANGOR, each scheme is allocated to a **Management Cell** consisting of a Portfolio Specialist, a Portfolio Specialist Assistant and a Financial Controller (CIMA Intern). Each Management Cell oversees a limited number of units, allowing them to provide better client service.

In our experience, a scheme allocated to a Management Cell has an advantage, in that every member of the Cell is thoroughly acquainted with the scheme and is available to assist in ensuring that queries or problems can be addressed quickly.

Our Portfolio Specialists are required to complete the Sectional Title Management Certificate through the University of Cape Town (Paddocks). Regular meetings with service providers and NAMA ensure that our teams are up to date on developments in the industry.

Every new staff member undergoes a rigorous training program run by senior team members, the HR Manager and the Executive Director in charge of Compliance.

ANGOR Online

As an owner in an ANGOR managed scheme the ANGOR Online system offers you the convenience of managing your property online, from anywhere, at any time. Not only can you access real-time statements on your levy account, view your contact details, contact your scheme’s Portfolio Specialist in an emergency or request account and maintenance assistance, but you can also view essential scheme information like minutes of meetings, your scheme’s conduct rules and more.

Our Online facility offers Scheme Executives a vast mine of information. At their convenience and from anywhere in the world, Scheme Executives are able to access various documents pertaining to the management of the scheme including bank statements, account balances, paid creditor invoices and monthly reports.

ANGOR Online is accessible via our website: www.angor.co.za and or as an Android or Apple App.

Testimonial

When reviewing potential service providers, thorough investigations were made into all the references provided and they all proved to be “glowing”, in fact our newly appointed trustees have worked with the ANGOR team in the past and can vouch for their accurate attention to detail, client service orientated nature and superb professionalism.

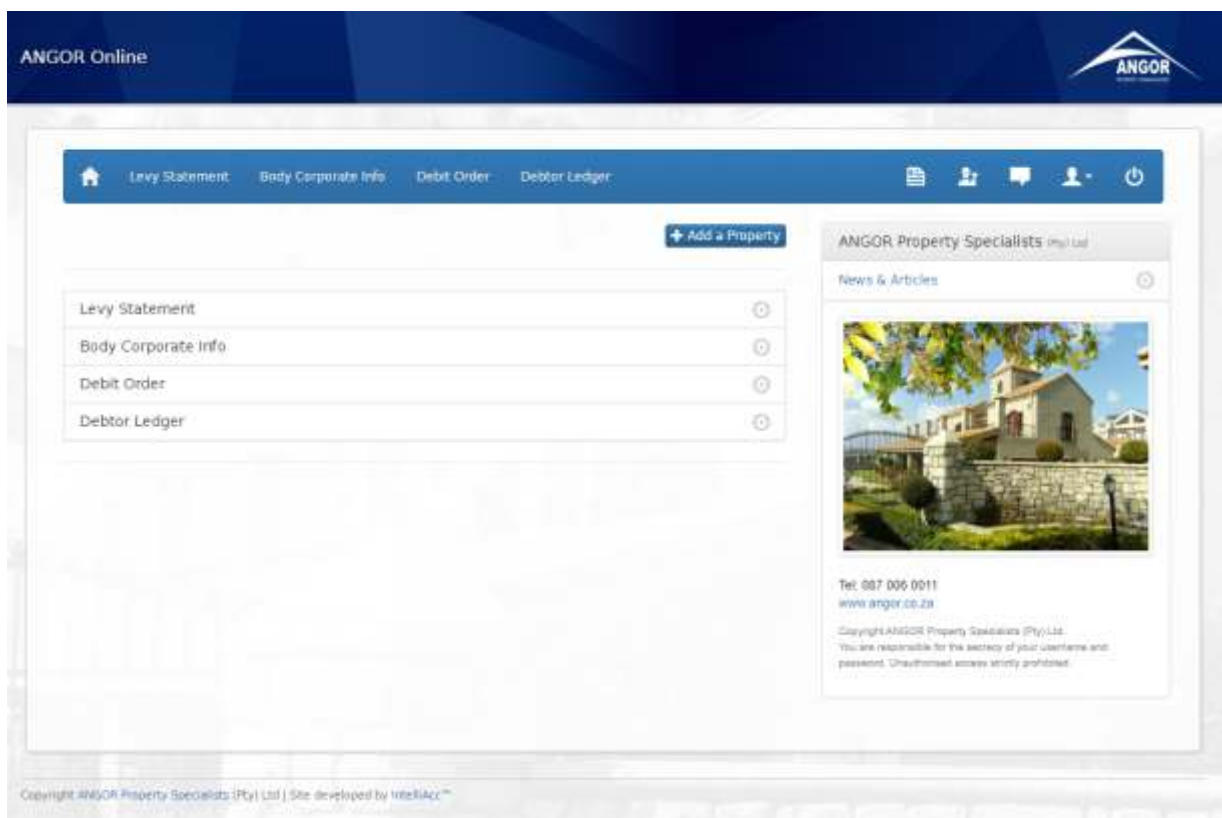
George Joubert, Brookfield Close

ANGOR Online for Owners

- View a real time levy statement
- Contact your Portfolio Specialist
- Log an Account Query
- Complete a Debit Order Form
- Download a Debtors Ledger
- View your contact details
- Change your ANGOR online password
- Log a maintenance request (*where applicable*)

Body Corporate Section

- Acts
 - › Sectional Titles Act
 - › Sectional Titles Schemes Management Act
 - › Community Schemes Ombud Service Act
- Annual General Meetings: Notices & Minutes
- Special General Meetings: Notices & Minutes (*if applicable*)
- Body Corporate Resolutions (*Resolutions taken by the Trustees at the AGM or by the Body Corporate at a meeting*)
- Conduct Rules
- General Forms (*if applicable*)
- Insurance Policy Schedule and Compliance Certificates
- Insurance Replacement Values
- Newsletters and owner bulletins
- Statement Letters (*Letters to all owners sent with levy statements*)



ANGOR Online for Scheme Executives

- ANGOR Certificate of Compliance
- ANGOR Letters to Trustees
- Bank Statements – ABSA Trust Account (*internet printout uploaded monthly*)
- Bank Statements – General Reserves (*internet printout uploaded monthly, if applicable*)
- Bank Statements – Maintenance Reserve Fund (*internet printout uploaded monthly, if applicable*)
- Budget (*Current and past approved budgets*)
- Creditor Documents (*Paid Invoices*)
- Financial Statements (*Audited Financials*)
- Letters sent to Owners (*Individual letter sent to owners, usually letters of warning or unit specific notices*)
- Monthly Report (*past reports sent by ANGOR*)
- PAI Act Document
- PQ Schedule
- Service Provider Contracts
- Site Layout Plan
- Trustee Meeting: Minutes (*Loaded when received from Trustees or drafted by ANGOR*)
- Trustees Resolutions

Features available to Trustees:

- Detailed Debtor Information
- Snap Shot of Current Bank Account (*updated daily at midnight*)
- Snap Shot of Investment Account (*updated daily at midnight*)

ANGOR Online for Investors

Property Investors who have multiple units in ANGOR managed buildings, can link all the units to 1 ANGOR Online profile making them accessible with 1 login.

Features available to Investors:

- Download a Consolidated Statement
- Download a Debit Order Summary (Summary of Debit Order details for each unit)
- Download a Contact Details Summary (Summary of the Contact Details for each unit)

ANGOR Online for Investors with Rental Units Managed by ANGOR

Rental properties managed by the ANGOR Rentals division can also be viewed on ANGOR Online:

- View real-time balances on all your rental accounts
- Contact the Rental Accounts team or the Rental Agent
- View real time communication and rental notes
- View a Rent Roll (detailed financial information on all rental units)

ANGOR Online for Scheme Executives

Home
Levy Statement
Trustee Info
Debit Order
Debtor Ledger


Trustee Information [Back](#) [Legal](#) [Debtors](#) [Balance](#)

- [ACTS](#)
- [ANGOR CERTIFICATE OF COMPLIANCE](#)
- [ANGOR LETTERS SENT TO TRUSTEES](#)
- [ANNUAL GENERAL MEETING: MINUTES](#)
- [ANNUAL GENERAL MEETING: NOTICE](#)
- [BANK STATEMENTS - ABSA TRUST ACCOUNTS](#)
- [BANK STATEMENTS - GENERAL RESERVES](#)
- [BANK STATEMENTS - MAINTENANCE RESERVE FUND](#)
- [BUDGET](#)
- [BODY CORPORATE RESOLUTIONS](#)
- [CONDUCT RULES](#)
- [CREDITOR DOCUMENTS](#)
- [FINANCIAL STATEMENTS](#)
- [GENERAL FORMS](#)
- [INSURANCE POLICY SCHEDULE AND COMPLIANCE CERTIFICATES](#)
- [INSURANCE REPLACEMENT VALUES](#)
- [LETTERS SENT TO OWNERS](#)
- [MONTHLY REPORT](#)
- [NEWSLETTERS AND OWNER BULLETINS](#)
- [PAIA](#)
- [PQ SCHEDULE](#)
- [SERVICE PROVIDER CONTRACTS](#)
- [SITE LAYOUT PLAN](#)
- [SPECIAL GENERAL MEETING: MINUTES](#)
- [SPECIAL GENERAL MEETING: NOTICE](#)
- [STATEMENT LETTERS](#)
- [TRUSTEE MEETING: MINUTES](#)
- [TRUSTEES RESOLUTIONS](#)

[Back](#)
[Legal](#)
[Meetings](#)
[Debtors](#)
[Balance](#)

ANGOR Property Specialists (Pty) Ltd

News & Articles 🔍



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www.angor.co.za

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ANGOR assists Scheme Executives with Financial Management including:

- Budget preparations.
- Preparing and submitting documents for annual audits.
- Compiling and distributing levy statements.
- Receiving monthly levy/contribution payments.
- Paying of Body Corporate Creditors.
- Compliance with legislation.
- Payroll for Body Corporate employees.
- Issuing of levy clearance figures and certificates.
- Arranging and renewing insurance over the buildings and common property, public liability insurance and fidelity insurance cover.
- Arranging an insurance valuation every 3 years.
- Managing insurance claims against the scheme's insurance policy.

ANGOR will provide monthly financial reports which include an income and expenditure statement (detailing actual versus budgeted figures), a balance sheet, and standard ANGOR supplementary schedules which the Scheme Executives may require (e.g. Insurance Claims, Levy Roll and Debtors Age Analysis). All the invoices paid during the month are sent with the report.

ANGOR assists Scheme Executives with Secretarial Duties including:

- Record keeping of minute books, attendance registers, minutes of meetings, contracts between the scheme and service providers and other governance documents supplied to ANGOR.
- Arranging Annual and Special General Meetings by means of distributing notice and information packs.
- Taking and distributing the minutes of Annual and Special General Meetings.
- Taking and distributing the minutes of Trustees Meetings, on request, at no additional charge.
- Record keeping.

ANGOR shall advise Scheme Executives on:

- Procedural matters pertaining to the running of meetings.
- Compliance with the Sectional Titles Schemes Management Act (STSM) and the Sectional Titles Act (STA).
- Regulatory and Statutory compliance with the Protection of Personal Information Act (POPI), the Promotion of Access to Information Act (PAI) and the Community Schemes Ombud Service Act (CSOS).

ANGOR includes specialist systems and teams:

- ANGOR Online system available to all Owners with Owner, Trustee and Investor profiles.
- ANGOR's custom built Property Management software.
- Internal 24-hour call centre for maintenance emergencies.

ANGOR can, on request, assist with :

- Meter readings.
- Registration with CSOS and amending of details with CSOS.
- Submitting annual returns to CSOS.

ANGOR's Monthly Management Fee:

- Includes: stationery, printing, the ANGOR Online system, all services provided by ANGOR and attendance of the Portfolio Specialist at annual general meetings, special general meetings and Trustee meetings.
- Excludes: monthly bank charges & bank administration fees, annual audit fee, annual tax calculation fee, clearance certificates, and optional services: registered post, meter reading fees, CSOS Registration, annual filing with CSOS and attendance at the Ombusman's offices.



CERTIFICATE OF FULL MEMBERSHIP

is awarded to:

ANGOR Property Specialists (Pty) Ltd

Membership Number: 4002

Members undertake to adhere to the associations' code of conduct and to provide an acceptable service at all times

Valid from

1 January 2021 to 28 February 2021



Chantel van Heerden
NAMA National Chairperson

28 February 2021

EXPIRES

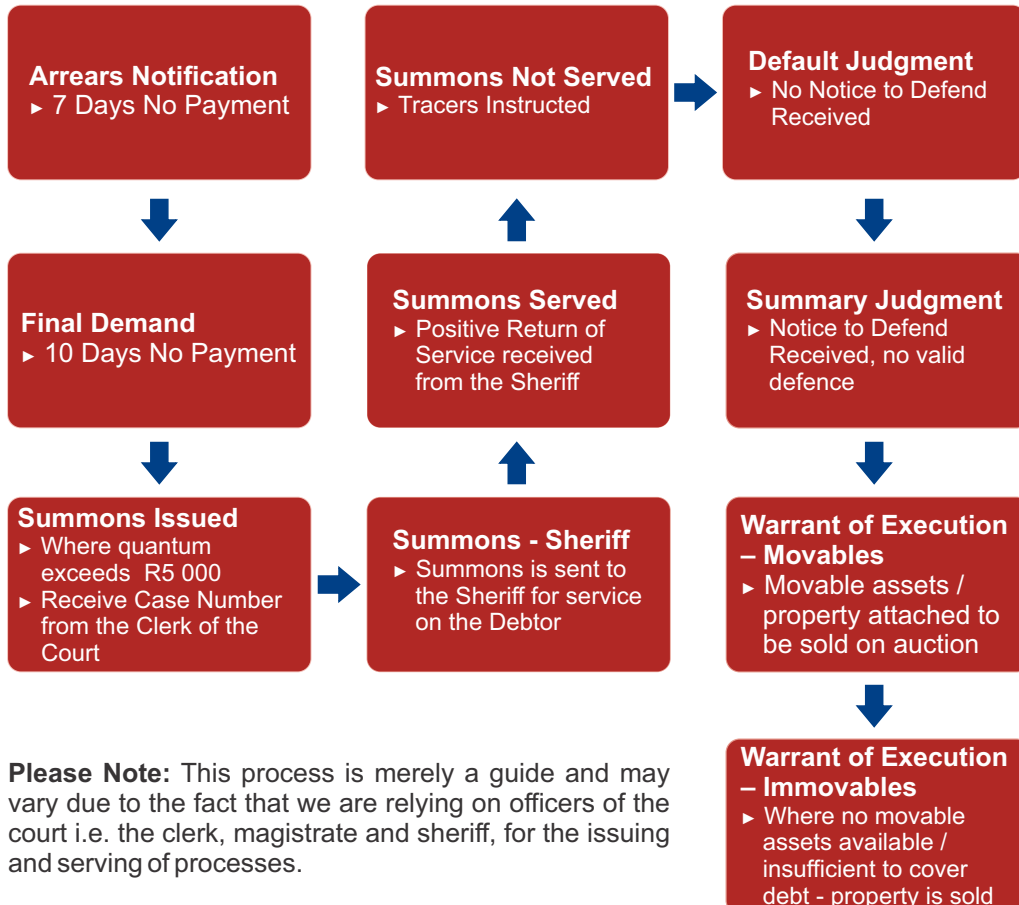
FFC No: 2021107200

Membership is subject to valid Fidelity Fund Certificate (FFC) from the Estate Agency Affairs Board (EAAB)



Debt Management Services (DMS) is a registered debt collecting company who acts exclusively for ANGOR clients in the recovery of outstanding levy contributions.

- DMS is registered with the Council for Debt Collectors and adheres strictly to the rules, regulations and charges stipulated for the Council.
- Once DMS receives a mandate to collect outstanding levies, a Letter of Demand is sent to the defaulting owner. After a further 7 days of non-payment, a Final Demand will be sent.
- Should no response and / or payment be received, the legal process will commence.
- All legal matters are outsourced to DMS's preferred attorneys of record, who follow the process up to the stage of Warrant of Execution against immovable property where necessary.
- ANGOR collects the costs of this process from the Body Corporate, and pays same over to DMS.
- All fees and charges levied by DMS are strictly in accordance with the Debt Collectors Act 114 of 1998.





**DEBT COLLECTOR'S
CERTIFICATE**
(Regulation 4)

Certificate Number:
0004275/03

Full Names: DMS ADMINISTRATORS(PTY)LTD T/A DEBT
MANAGEMENT SERVICES

**Identity Number /
Registration Number:** 1998/22284/07

Address: WRIGLEY FIELD, 1ST FLOOR
THE CAMPUS, SLOANE STREET
BRYANSTON
2021

This is to certify that the holder of this certificate, per the name appearing on this certificate above, is registered to hold a Debt Collector's Certificate.

Registered Since: 11 AUGUST 2003

Date of Issue: 5 JANUARY 2021

Date of Expiry: 11 AUGUST 2022

Signed:

Chairperson: Council for Debt Collectors

This certificate shall only be valid for 12 months from the date of issue



**ANGOR 24-hour call centre:
087 006 0011**

Residential Property Management

