Diaz Estate Home Owners Association

35B Karveelsingel, Diazstrand, 6506
Email: info@neotrend.co.za

30 October 2026

Dear OWNER

WELCOME LETTER: FULL TITLE HOME OWNERS

Congratulations on the registration of your property in Diaz Estate. We would like to welcome you as a Member of the Diaz Estate Home Owners Association (HOA). The purpose of this letter is to explain the process leading up to occupation of your house.

Transfer of the Property

Neo Trend Real Estate has been appointed as the Managing Agent of the Association and looks forward to assisting you with the administration of the Estate. At transfer of the property into your name, you have (or will soon if transfer has not yet taken place) receive a Welcome Letter explaining the levies and providing you with contact details of the Managing Agents (info@neotrend.co.za).

Hand-Over Documents

The Developer, Diaz Boulevard Pty (Ltd), will contact the owners when the house is ready for snagging, and will request that the snag inspection form be signed by the Owner. You can expect a call and email from the Project Manager **Manie Grobler** in this regard.

As soon as the Occupation Certificate for the house is received from the Municipality, the Developer will forward by email to each owner the hand-over pack that will consist of the documents listed below. You can expect an email from **Gustav Gouws** in this regard.

1. Approved Building Plans
2. NHBRC Certificate
3. Electrical COC Certificate
4. Gas COC Certificate
5. Engineers Certificates
6. Surveyor Height Certificate
7. Signed Snag List
8. Occupation Certificate

Gate Security Access

The security access at the Gate House consists of facial recognition and it is important to register all Owners and Residents on the system to ensure regulated access to the Estate.

The intention is that the Gate House will be fully operational and manned by security guards from the 15th November 2026. When Owners are invited to snag their units, it is important to then also register on the system during this visit.

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Attached the **Access Control Registration Form** to be completed and emailed back to manager@diazestatehoa.co.za.

Please contact Gustav Gouws at 082 820 7805 in this regard. After registration, Owners will have access to download the HIK Access App, which will then provide Owners and/or Residents with the function to allow access for guests / tenants or deliveries.

The HOA is currently investigating the integration of an Estate App with the Access Control App, which will then made further functions available such as news letters, maintenance contacts, documents etc.

Levies

In terms of the Constitution of the Diaz Estate Home Owners Association, every registered owner automatically becomes a Member of the Association upon registration of transfer and is responsible for the payment of levies from the date of registration of transfer. At the end of each month each owner will receive a levy account from the Managing Agents.

1. Connection Fees: The following services connection fees will be added to the first levy account.
   - Services Connection fees (water and electricity) of R2,000.
   - On-Net Service Connection Fee (Wi-Fi and Data) of R4,025 – The wi-fi connection fee includes the router cost and will form part of the first levy account. Please note that the standard wi-fi data package of 50Gig per month, provided at a speed of 300Mbs, is included as part of the HOA levy. Should the owner wish to upgrade to the un-capped wi-fi service, at a cost of R250 ex-VAT per month, they may sign up for the service at the service provider (FTTA) at www.ftta.co.za .
2. Water Usage: water availability and usage will be measured by smart metering installed, will be billed monthly and added to the levy account.
3. Electricity Usage: electricity availability and usage will be measured by the smart metering installed and will be billed monthly and added to the levy account.
4. Gas Usage: An agreement was entered into with the estate gas supplier (MossGaz) at a preferential gas supply rate. At occupation, Owners will need to have two gas bottles installed. The supply agreement will be directly between the Owner and MossGaz. In this regard please contact Luam Ackermann at MossGaz at 083 4856322 / 082 9772229 and email: luamackermann@gmail.com

Refuse Removal

A services agreement was entered into with TurfWorx for collection of refuse. Refuse bags will need to be placed on the side-walk from where it will be collected one day of the week. At the same time green-and blue refuse bags will be dropped off for ease of re-cycling purposes. The HOA will advise on the actual day of refuse collection when the service commences.

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Rentals

Please note that for those Owners who wish to rent out their homes to Residents, it is important that we clarify the required process and distinction between long-term and short-term rentals, particularly while construction and unit handovers are still underway.

Long Term Rentals:

- Long-term rental activities remain subject to the existing Estate Rules where Rental Agents need to first be approved and accredited by the HOA.
- Agencies need to be registered at The Board of Agencies and procure copies of Tenant FICA documents which must be provided to the HOA
- The Owners and Tenants need to fill-in the Access Control Registration Form, provide copies of Tenant ID documents and provide a signed Estate Rules Document copy to the HOA.
- Agents may only enter the houses after the final snag-list have been signed off by the Owners, occupation certificate has been issued by the Municipality and final payment has been received.

Short-Term Rentals:

- Short-term rental agencies and operators need to formally register with the HOA and obtain approval before commencing operations within the development.
- Access will only be given to the units after the units have formally been handed over to the Owner, with all necessary occupancy approvals in place and final snag signed-off sheet completed.
- Owners will be held responsible to transgressions by their Tenants.

The Rental Agents approved to date:

○ Hartenbos Properties	- Helena Jonker	072 969 5055
○ Plus-Group	- Divan Theron	079 692 4829

Home Owners Association Website

The creation of the www.diazestatehoa.co.za website is being created, and should soon be up and running, where the following information will be made available:

1. HOA Trustees
2. Site Development Plan
3. Developers Report
4. AGM information
5. Maintenance Companies
6. Documents – Constitution and Estate Rules
7. Contact Centre

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Contact Details:

Managing Agent (administration)	: Pieter Ferreira:	Pieter@neotrend.co.za	Tel: 072 637 0512
Managing Agent (Accounts)	: Vincent Swanepoel	Vincent@neotrend.co.za	Tel: 087 803 0577
Operations Manager	: Gustav Gouws	manager@diazestatehoa.co.za	Tel: 082 820 7805

Should you require any assistance or have any queries, please do not hesitate to contact us.

Kind regards,

Gustav Gouws

Operations Manager
On behalf of Diaz Estate Home Owners Association