

THE OWNER

10 March 2009

Dear Sir/Ms

INDIVIDUAL RATES ACCOUNTS – KUNGWINI MUNICIPALITY

As you know, the owners of sectional title units are now being billed directly by their respective municipalities for rates and taxes.

To facilitate the municipalities, we prepared and printed out individual information forms for each unit that was in the Tshwane and Kungwini municipal areas. These forms included the postal addresses that were on our system and were hand delivered to the Kungwini offices and signed for by the municipality.

However, for the past couple of months Kungwini has sent the individual rates accounts to our offices using Pretor's address as the default address. We unfortunately do not have the capacity to open several thousand envelopes and to re-address them to the correct owner.

We have subsequently visited the Kungwini offices on various occasions to establish why the rates accounts are being sent to Pretor and not to the individual owners. It appears they have not updated any of the new accounts with the correct postal information that was provided to them. We also offered to send the information to them electronically, so that they can import the details directly into their system. The manager responsible for the project ensured us he would discuss it with his IT department and if necessary would invite us to attend a meeting with them. Despite numerous attempts to contact Kungwini again, we have not received any confirmation of this meeting or a reply from the municipality.

As you may also be aware, Kungwini is charging the individual owners for the basic sewerage and refuse removal costs in addition to charging the Body Corporate. We have received telephonic confirmation that this is an error on the part of Kungwini and that they expect to credit the individual owners shortly. This has not been confirmed in writing however.

We understand that you are extremely frustrated with this process but please be ensured that we are putting as much pressure as possible on Kungwini to resolve this matter.

We would suggest that you also try to contact Kungwini directly at (013) 932 6200 and if you are able to get through provide them with your postal details so they can change the details on-line with you.

Yours faithfully



DONALD WEIR
Director