

## PF004 – MANDATE SERVICES MANAGEMENT & GENERAL INFORMATION

| Services Management                                          |                                                                                                                                                            |                          |                                                                                                                                                                                                                                                                                                                                                                                                              |
|--------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Municipal Taxes & Services                                   |                                                                                                                                                            |                          |                                                                                                                                                                                                                                                                                                                                                                                                              |
| Source                                                       | <input type="checkbox"/> Municipality by Post<br><input type="checkbox"/> Municipality by E Mail<br><input type="checkbox"/> Owner by E Mail<br>Other      | Tax Rule                 | <input type="checkbox"/> Paid by Landlord<br><input type="checkbox"/> Paid by Administrator (from Rent)<br><input type="checkbox"/> Not Applicable                                                                                                                                                                                                                                                           |
| Primary Acc #                                                |                                                                                                                                                            | Services Rule            | <input type="checkbox"/> Bill Tenant and Pay Service Provider<br><input type="checkbox"/> Bill Tenant and Refund Landlord ( <i>only if LL settles the account outside RPMS</i> )<br><input type="checkbox"/> Pay from Rent and Recover from Tenant ( <i>and refund to Landlord</i> )<br><input type="checkbox"/> Pay from Rent ( <i>i.e. no recovery from T</i> )<br><input type="checkbox"/> Not applicable |
| Secondary Acc #<br>(if applicable)                           |                                                                                                                                                            |                          |                                                                                                                                                                                                                                                                                                                                                                                                              |
| Body Corporate Levies and Services                           |                                                                                                                                                            |                          |                                                                                                                                                                                                                                                                                                                                                                                                              |
| Source                                                       | <input type="checkbox"/> BC by Post<br><input type="checkbox"/> BC by E Mail<br><input type="checkbox"/> Owner by E Mail<br><input type="checkbox"/> Other | Levy Rule                | <input type="checkbox"/> Paid by Landlord<br><input type="checkbox"/> Paid by Administrator<br><input type="checkbox"/> Not applicable                                                                                                                                                                                                                                                                       |
| Acc #                                                        |                                                                                                                                                            | Services Rule            | <input type="checkbox"/> Bill Tenant and Pay Service Provider<br><input type="checkbox"/> Bill Tenant and Refund Landlord ( <i>only if LL settles the account outside RPMS</i> )<br><input type="checkbox"/> Pay from Rent and Recover from Tenant ( <i>and refund to Landlord</i> )<br><input type="checkbox"/> Pay from Rent ( <i>i.e. no recovery from T</i> )<br><input type="checkbox"/> Not applicable |
| Electricity Provider (if not municipality or body corporate) |                                                                                                                                                            |                          |                                                                                                                                                                                                                                                                                                                                                                                                              |
| Acc#                                                         |                                                                                                                                                            | Rule                     | <input type="checkbox"/> Bill Tenant and Pay Service Provider<br><input type="checkbox"/> Bill Tenant and Refund Landlord<br><input type="checkbox"/> Not applicable                                                                                                                                                                                                                                         |
|                                                              |                                                                                                                                                            | Beneficiary/<br>Provider |                                                                                                                                                                                                                                                                                                                                                                                                              |
| Water Provider (if not municipality or body corporate)       |                                                                                                                                                            |                          |                                                                                                                                                                                                                                                                                                                                                                                                              |
| Acc#                                                         |                                                                                                                                                            | Rule                     | <input type="checkbox"/> Bill Tenant and Pay Service Provider<br><input type="checkbox"/> Bill Tenant and Refund Landlord<br><input type="checkbox"/> Not applicable                                                                                                                                                                                                                                         |
|                                                              |                                                                                                                                                            | Beneficiary/<br>Provider |                                                                                                                                                                                                                                                                                                                                                                                                              |
| Flat Fee Utility (if applicable)                             |                                                                                                                                                            |                          |                                                                                                                                                                                                                                                                                                                                                                                                              |
| Amount (R/month)                                             |                                                                                                                                                            | Rule                     | <input type="checkbox"/> Not applicable<br><input type="checkbox"/> Bill Tenant and Refund Landlord                                                                                                                                                                                                                                                                                                          |
| Security Services (if applicable)                            |                                                                                                                                                            |                          |                                                                                                                                                                                                                                                                                                                                                                                                              |
| Company                                                      |                                                                                                                                                            | Rule                     | <input type="checkbox"/> Bill Tenant and Pay Service Provider<br><input type="checkbox"/> Bill Tenant and Refund Landlord ( <i>only if LL settles the account outside RPMS</i> )<br><input type="checkbox"/> Pay from Rent and Recover from Ten ( <i>and refund to Landlord</i> )<br><input type="checkbox"/> Pay from Rent<br><input type="checkbox"/> Not applicable                                       |
| Amount                                                       |                                                                                                                                                            | VAT?                     | Included / Excluded / Not Applicable                                                                                                                                                                                                                                                                                                                                                                         |

|                                             |                                                                                                                                                       |             |                                                                                                                                                                                                                                                                                                                                                                                                      |
|---------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Garden Services (if applicable)</b>      |                                                                                                                                                       |             |                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Company</b>                              |                                                                                                                                                       | <b>Rule</b> | <input type="checkbox"/> Bill Tenant and Pay Service Provider<br><input type="checkbox"/> Bill Tenant and Refund Landlord <i>(only if settles the account outside RPMS)</i><br><input type="checkbox"/> Pay from Rent and Recover from Tenant <i>(and refund to Landlord)</i><br><input type="checkbox"/> Pay from Rent<br><input type="checkbox"/> Not applicable                                   |
| <b>Amount</b>                               |                                                                                                                                                       | <b>VAT?</b> | Included / Excluded / Not Applicable                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Pool Services (if applicable)</b>        |                                                                                                                                                       |             |                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Company</b>                              |                                                                                                                                                       | <b>Rule</b> | <input type="checkbox"/> Bill Tenant and Pay Service Provider<br><input type="checkbox"/> Bill Tenant and Refund Landlord <i>(only if settles the account outside RPMS)</i><br><input type="checkbox"/> Pay from Rent and Recover from Tenant <i>(and refund to Landlord)</i><br><input type="checkbox"/> Pay from Rent<br><input type="checkbox"/> Not applicable                                   |
| <b>Amount</b>                               |                                                                                                                                                       | <b>VAT?</b> | Included / Excluded / Not Applicable                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Additional Service 1 (if applicable)</b> |                                                                                                                                                       |             |                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Additional Service Name</b>              |                                                                                                                                                       | <b>Rule</b> | <input type="checkbox"/> Bill Tenant and Pay Service Provider<br><input type="checkbox"/> Bill Tenant and Refund Landlord<br><input type="checkbox"/> Pay from Rent and Recover from Tenant<br><input type="checkbox"/> Pay from Rent<br><input type="checkbox"/> Bill Tenant and Pay Business<br><input type="checkbox"/> Bill Landlord and Pay Business<br><input type="checkbox"/> Not Applicable |
| <b>Description (appears on statement/s)</b> |                                                                                                                                                       |             |                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Category</b>                             | <input type="checkbox"/> Admin<br><input type="checkbox"/> Municipal Account<br><input type="checkbox"/> BC Account<br><input type="checkbox"/> Other |             |                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Amount</b>                               |                                                                                                                                                       | <b>VAT?</b> | Included / Excluded / Not Applicable                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Additional Service 2 (if applicable)</b> |                                                                                                                                                       |             |                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Additional Service Name</b>              |                                                                                                                                                       | <b>Rule</b> | <input type="checkbox"/> Bill Tenant and Pay Service Provider<br><input type="checkbox"/> Bill Tenant and Refund Landlord<br><input type="checkbox"/> Pay from Rent and Recover from Tenant<br><input type="checkbox"/> Pay from Rent<br><input type="checkbox"/> Bill Tenant and Pay Business<br><input type="checkbox"/> Bill Landlord and Pay Business<br><input type="checkbox"/> Not Applicable |
| <b>Description (appears on statement/s)</b> |                                                                                                                                                       |             |                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Category</b>                             | <input type="checkbox"/> Admin<br><input type="checkbox"/> Municipal Account<br><input type="checkbox"/> BC Account<br><input type="checkbox"/> Other |             |                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Amount</b>                               |                                                                                                                                                       | <b>VAT?</b> | Included / Excluded / Not Applicable                                                                                                                                                                                                                                                                                                                                                                 |

|                                                                                                                                                |  |                                                                                  |                                                                                                                    |
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| <b>General Information</b>                                                                                                                     |  |                                                                                  |                                                                                                                    |
| <b>Special Conditions – Accounts</b> (if applicable)                                                                                           |  |                                                                                  |                                                                                                                    |
| Account-related instructions that must be applied to all leases entered into under this mandate:                                               |  |                                                                                  |                                                                                                                    |
|                                                                                                                                                |  |                                                                                  |                                                                                                                    |
| <b>Lease Terms Special Conditions</b> (specific terms to be included in the lease, if applicable)                                              |  |                                                                                  |                                                                                                                    |
| Special conditions that need to be included in all new leases that are created under this mandate:                                             |  |                                                                                  |                                                                                                                    |
|                                                                                                                                                |  |                                                                                  |                                                                                                                    |
| <b>Maintenance Information</b>                                                                                                                 |  |                                                                                  |                                                                                                                    |
| Emergency Maintenance Amount<br><i>(Discretionary Amount allowed for agent to action emergency events when the Landlord cannot be reached)</i> |  | R 5,000                                                                          |                                                                                                                    |
| Maintenance Notes:                                                                                                                             |  |                                                                                  |                                                                                                                    |
|                                                                                                                                                |  |                                                                                  |                                                                                                                    |
| <b>Inspection Info</b>                                                                                                                         |  |                                                                                  |                                                                                                                    |
| Adhoc Inspection Option                                                                                                                        |  | Every 6 months                                                                   |                                                                                                                    |
| First Inspection Date                                                                                                                          |  | 6 months after the start of a new tenancy, of the start of mandate (if tenanted) |                                                                                                                    |
| Inspection Special Instructions:                                                                                                               |  |                                                                                  |                                                                                                                    |
|                                                                                                                                                |  |                                                                                  |                                                                                                                    |
| <b>Insurance Info</b> (if applicable)                                                                                                          |  |                                                                                  |                                                                                                                    |
| Insurance Broker                                                                                                                               |  | Insurance Type                                                                   | <input type="checkbox"/> Bond Insurance<br><input type="checkbox"/> BC Insurance<br><input type="checkbox"/> Other |
| Policy Number                                                                                                                                  |  | Contact Name<br>Number                                                           |                                                                                                                    |
| <b>Security Info</b> (if applicable)                                                                                                           |  |                                                                                  |                                                                                                                    |
| Refer PF001 / Appendix 1                                                                                                                       |  |                                                                                  |                                                                                                                    |
| <b>Property Orientation</b>                                                                                                                    |  |                                                                                  |                                                                                                                    |
| Refer PF001 / Appendix 1                                                                                                                       |  |                                                                                  |                                                                                                                    |