



Emergencies



WHAT DO I DO??

Reg. No.:
1976/000544/07

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Dear Owner, Member, Tenant, and Resident



hkadmin@hkadmin.co.za

We confirm that we send this letter with the approval of the Scheme Executives of your Scheme.



www.huurkoradmin.co.za

An emergency is an urgent, unexpected, unforeseen, and usually dangerous situation that may pose an immediate risk to health, life, property or environment and requires immediate action.



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In Community Scheme living, whether it be a high-rise building or a complex, it can be unclear what course of action must be taken in the event of an emergency.

Since emergencies usually arise without warning, we have compiled this document to assist residents of Community Schemes to deal actively, but most importantly safely, with an emergency:

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What do I do in an emergency?

1. **Remain calm.**
2. **Assess the situation calmly.**
3. **Identify the emergency and whether it is safe.**
4. **Determine the best course of action.**
5. **Get to safety.**
6. **See who needs help.**
7. **Notify rescue personnel and / or authorities**

On the following two pages, please find a guideline on steps that can be taken in an emergency, as well as emergency contact numbers. However, since no two emergencies are alike, these are guidelines / suggestions only and may not be an exhaustive list on the matter.

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Specialist Property Administrators: Sectional- and Full Title Schemes, Residential-, Commercial- and Industrial Properties, Insurance and Metering Solutions

EMERGENCY ACTION GUIDELINE

<ul style="list-style-type: none"> • Fire 	<ul style="list-style-type: none"> a) If possible and not dangerous to you / your family, extinguish the flames. b) If not possible or in danger, evacuate to a place of safety and phone the fire brigade as soon as possible. c) Inform the Caretaker and ensure that someone is at the gate to open the gate and guide the fire brigade to the fire.
<ul style="list-style-type: none"> • Medical emergencies 	<ul style="list-style-type: none"> a) Depending on the emergency, contact medical emergencies services or rush to the nearest hospital.
<ul style="list-style-type: none"> • Emergencies within your unit, i.e. blocked drains, leaking taps etc. 	<ul style="list-style-type: none"> a) Maintenance on the inside of the unit is the owner's responsibility. b) <i>If you are the tenant, contact the owner or rental agent.</i> c) Obtain the services of a contractor of your choice, or alternatively, make use of one of the contractors on page 2. d) Please note that the owner will be responsible for the costs of maintenance on the inside of the unit and by using one of the Contractors on the next page, the owner consents to the cost, if not paid directly, be debited to the owner's levy account.
<ul style="list-style-type: none"> • Geyser problems i.e. leaking, not heating the water etc. 	<ul style="list-style-type: none"> a) Maintenance is the owner's responsibility. b) <i>If you are the tenant, contact the owner or rental agent.</i> c) Preferably, make use of one of the contractors on the Contractors List attached – if the geyser needs to be replaced it will most probably be an insurance claim. d) Geyser replacement excess fees and repair costs will be debited against the owner's account.
<ul style="list-style-type: none"> • Common property problems i.e. blocked drains, running water, blown globes, gate(s) not working. 	<ul style="list-style-type: none"> a) <i>Contact the Caretaker / Trustees.</i> b) If the Caretaker could not be reached and it is an emergency of a severe nature, obtain the services of a contractor on the Contractors List on page 2.
<ul style="list-style-type: none"> • Insurance claims 	<ul style="list-style-type: none"> a) <i>Contact the Caretaker / Trustees.</i> b) If the Caretaker could not be reached, obtain the services of a contractor on the Contractors List on page 2.
<ul style="list-style-type: none"> • Crime incidents i.e. domestic violence, theft, burglary, stolen vehicles etc. 	<ul style="list-style-type: none"> a) Phone the SAPS / report the case at the SAPS and obtain a case number. b) Provide the Caretaker with the details.
<ul style="list-style-type: none"> • Vehicle accidents on the Common Property 	<ul style="list-style-type: none"> a) If any injuries / fatalities, first contact emergency medical services. b) <i>Contact the Caretaker and:</i> c) If possible, obtain the vehicle registration number and details (type, model, colour) and driver's details. d) Report the case at the SAPS and obtain a case number. e) Provide the Caretaker with the details.

If your building / complex do not have a Caretaker, proceed to the next step(s) as indicated above. All common property invoices and police case numbers with descriptions of the events / incidents must please be sent to the managing agent at your first convenience. Please remember – if you are a tenant and the issue is within the unit, the owner or rental agent must be contacted first.

EMERGENCIES AND CONTRACTORS LIST 2023

- Tshwane Emergency Services (Fire & Ambulance) **10177 / 012 358 6300 / 012 358 6400**
- Emergencies from cell phone **112 (MTN / Vodacom / Cell C / Telkom)**
- City of Tshwane General **012 358 9999 / 080 111 1556**
- SAPS **10111 or nearest police station**
- Tshwane Metro Police **012 358 7095 / 012 358 7096**
- For additional emergency numbers: **www.tshwane.gov.za**






Caretaker and / or relevant building contact persons:

- Caretaker name: _____ Number: _____
- Other contact name: _____ Number: _____

For accredited contractors to assist with emergencies, please visit our website

www.huurkoradmin.co.za

and click on “Contractors” to obtain more information.

CONTRACTORS	Security 	Plumbing 	Geyser 	Maintenance 	Electrical 
➤ MRS - Maintenance Risk Solutions 012 756 5106	X	X	X	X	X
➤ JC Reitz en Seuns 012 329 2423		X	X		
➤ The Watcon Group 012 800 1101				X	
➤ Optimus Plumbing 012 546 0415 / 072 155 1708		X	X		
➤ Flinkdink Plumbers 012 333 0724 / 0861 337 586		X	X		
➤ TJ Fire and Security 082 823 8130	X				
➤ Drain Surgeon 012 443 5007		X	X		X
➤ Marais Maintenance 083 777 8134				X	
➤ Tshwaranang 012 881 0171		X	X		
➤ CWP Projects 076 280 1617	X	X	X	X	X

Gate access:

- Add or remove a number on the Gate – unless managed by the Caretaker of the Scheme, please send an e-mail to gate@huurkor.co.za with the building name and unit number, as well as the name and number of the person to be added. Please note that this will only be managed by e-mail and will be updated once daily, with a charge of R 70.00 per number.