



Reg. No.:
1976/000544/07



+27 (12) 88 44 840
+27 (12) 88 44 841 / 2



hkadmin@hkadmin.co.za



www.huurkoradmin.co.za



347 Hilda St
C/o Arcadia St
Hatfield
Pretoria
0028

Scan QR Code



Emergency!

WHAT DO I DO??

4 March 2025

Dear Owner, Member, Tenant, and Resident

We confirm that this letter is issued with the approval of the Scheme Executives of your Scheme.

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.

In Community Scheme living – whether it be a high-rise building, a townhouse complex or an estate – it can sometimes be unclear what steps to take when faced with an emergency.

Since most emergencies happens without warning, this document has been compiled to help residents respond effectively — and most importantly, safely — should such a situation arise

What do I do in an emergency?

1. **Remain calm.**
2. **Assess the situation calmly.**
3. **Identify the emergency and whether it is safe to act.**
4. **Determine the best course of action.**
5. **Move yourself and others to safety.**
6. **See who may need help.**
7. **Notify emergency services and / or relevant authorities**

On the following pages, you will find general guidelines and important emergency contact numbers. Please note that these are suggestions only as no two emergencies are alike, and the appropriate response may vary depending on the circumstances.

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EMERGENCY ACTION GUIDELINE

Fire

- a) If possible — and only if it is safe to do so — attempt to extinguish the flames.
- b) If not possible, or if there is any danger, evacuate immediately to a place of safety and contact the fire brigade as soon as possible.
- c) Inform the Caretaker and ensure someone is available at the gate to allow access and guide the fire brigade to the scene.

Medical Emergencies

- a) Depending on the nature of the emergency, contact medical emergency services or proceed immediately to the nearest hospital.

Emergencies Within Your Unit (e.g. blocked drains, leaking taps, etc.)

- a) Maintenance inside the unit is the owner's responsibility.
- b) If you are a tenant, contact the owner or the rental agent.
- c) Obtain the services of a contractor of your choice, or alternatively, use one of the contractors listed on page 2.
- d) Please note that the owner will be responsible for all costs related to internal maintenance. By making use of one of the contractors listed, the owner consents to the costs being debited to the levy account if not paid directly.

Geyser Problems (e.g. leaking, not heating, etc.)

- a) Geyser maintenance is the owner's responsibility.
- b) If you are a tenant, contact the owner or the rental agent.
- c) Preferably make use of one of the contractors listed on the attached Contractors List. If the geyser needs to be replaced, this will most likely be processed as an insurance claim.
- d) Geyser replacement excess fees and repair costs will be debited against the owner's levy account.

Common Property Problems (e.g. blocked drains, running water, blown globes, gate not working)

- a) Contact the Caretaker or one of the Trustees.
- b) If the Caretaker cannot be reached and the situation is of a serious or urgent nature, obtain the services of a contractor from the Contractors List on page 2.

Insurance Claims

- a) Contact the Caretaker or Trustees.
- b) If the Caretaker cannot be reached, obtain the services of a contractor from the Contractors List on page 2.

Crime Incidents (e.g. domestic violence, theft, burglary, stolen vehicle, etc.)

- a) Contact the South African Police Service (SAPS), report the incident, and obtain a case number.
- b) Provide the Caretaker with the case details and reference number.

Vehicle Accidents on Common Property

- a) In the event of any injuries or fatalities, immediately contact emergency medical services.
- b) Notify the Caretaker.
- c) If possible, record the vehicle's registration number, make, model, colour, and driver's details.
- d) Report the incident to SAPS and obtain a case number.
- e) Provide the Caretaker with the relevant details.

If your building or complex does not have a Caretaker, proceed directly to the next applicable step as outlined above. All common property invoices, together with SAPS case numbers and a short description of the event or incident, must be submitted to the managing agent at your earliest convenience. Please remember: if you are a tenant and the issue occurs *inside your unit*, your first point of contact must be the owner or the rental agent.

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.