



trafalgar

One-stop property solutions

Residential Letting Services



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About Trafalgar

Residential letting services are core business for Trafalgar. From a national footprint of seven regional branches, Trafalgar has a fifty year track record providing trusted residential letting services for landlords and tenants across South Africa. Trafalgar has current registrations with all relevant regulatory authorities promoting legal compliance and good governance (EAAB, NAMA, Council for Debt Collectors).

For landlords, Trafalgar offers time efficient and legally compliant letting of vacant properties to carefully screened tenant applicants, checking employment, credit bureau and prior rental references as well as affordability parameters. Reducing vacancies, advising on market related rentals and enhancing net rental income and returns, promoting legal compliance and saving time, are the important value propositions for property owners.

For tenants, Trafalgar offers a wide range of vacancies to suit all location, budget and personal requirements. A team of experienced letting agents is trained and available to assist with convenient and efficient leasing and thereafter effective service delivery after occupation.

Landlord services

Trafalgar's Residential Letting service scope consists of the following important components tailored to reduce vacancies, increase net rental returns, promote legal compliance and optimise service delivery for tenants after occupation, adding up to convenience, peace of mind and time saved for landlords.

a) Advertising

Through effective advertising and marketing across a range of media channels, Trafalgar ensures maximum visibility of vacancies to promote prompt leasing to screened tenant applicants. Potential tenants are offered a wide choice of flats, apartments and houses to rent, while landlords benefit from high visibility and prompt occupation. Trafalgar makes use of the following printed, outdoor and electronic media channels for advertising residential vacancies to rent:

- Online: Property24, Private Property, Gumtree, Rent Bay, MWeb, Trafalgar's letting search engine
- Google display banners and social media adverts (Facebook, Instagram, LinkedIn)
- Flyers
- Roadside boards and banners
- Newspaper classifieds
- SMS directories



b) Screening of Tenants

Trafalgar's experienced letting agents ensure that all tenant applicants are thoroughly screened using a TPN gold credit enquiry, employment and prior rental reference checks as well as affordability reviews.

c) Signing a Lease

A legally binding lease agreement compliant with all applicable legislation, is drawn up to protect the landlord and tenant. By clearly defining the terms and conditions for handling rental payments and collections, rental increases, deposits, maintenance issues and damages claims, as noteworthy and important examples, expectations and responsibilities are clearly defined and managed from the outset. Trafalgar letting agents ensure that all lease terms and details are well understood by new tenants signing the lease agreement, and handle the lease signing training and administration. A tenant guide covering frequently asked questions is also provided to all new tenants to guide them on a positive letting experience. Careful review and acceptance of rules applicable to Bodies Corporate and Home Owners Associations is a further very important focus area of the letting process. Copies of the signed lease and applicable rules are issued to tenants and landlords for ease of reference. A Tenant Letting Guide is also available online at:

www.trafalgar.co.za/rent/tenant-guide/

d) Deposits

Deposits are important for protecting a landlord's investment and serve as a security to cover any damages or default during the lease term. Deposits are invested in a trust account in line with the Rental Housing Act and accrue interest for the benefit of the tenant. Trafalgar's deposit trust account is audited by an independent auditor on an annual basis including regular audit inspections by the EAAB.

e) Inspections

Maintenance inspectors conduct pre- and post- occupation inspections of rented properties, itemise damages and provide quotes for the restoration of the property if necessary. A tablet based maintenance application which records photos of the important fixtures and finishes within a defined template is used by the maintenance inspectors to produce documented inspection reports as a legal record. The final account for restoring the unit to the standard defined by the pre-occupation inspection, allowing for standard wear and tear, is offset against the deposit balance before being refunded. Interim inspections can be requested by landlords if required.

f) Repairs and Maintenance

Our maintenance inspectors and administrators manage the maintenance needs of residential rental properties by arranging any plumbing, electrical, painting, cleaning or other related repairs within the parameters of the mandate signed with the property owner. Trafalgar has a specialised maintenance information system which tracks and project



manages maintenance work orders and provides automated regular feedback to all parties to achieve prompt resolution. Rental property owners are consulted throughout the maintenance process for instructions and to provide feedback. Restoring a rental property to an optimised maintenance condition on tenant rotation is very important for a good first impression for a new tenant, letting service delivery and preserving the long term asset value of the property.

g) Rent Collection, Owner Reporting and Financial Management

Rent is collected at the beginning of the month in advance, in terms of the lease agreement. Net rental income is electronically transferred to a landlord's nominated bank account(s) as soon as practically possible following the collection of rental and payment of approved expenses. Tenant rental statements are circulated (preferably by email, otherwise delivered) a week in advance of the 1st of each month to prompt time efficient rental payments. Dedicated debt collectors oversee all rental arrears to collect delayed rental payments as soon as possible; owners are kept informed throughout a debt collection process.

h) Financial Reporting

Trafalgar's property and rental management computer information system supports the email distribution of tenant rental statements, owner rent rolls and performance to budget reports. Paper-based hard copy reports remain available where required. In addition, real time financial reports are available online and enable direct and convenient access to all investment property management reports. A Trafalgar portfolio manager oversees Trafalgar's residential letting service delivery and is available as a single point of contact and service delivery accountability throughout. Sample management reports are available for review on www.trafalgar.co.za/rental_reports

i) Consumer Protection Act

With the adoption of the Consumer Protection Act by the South African legislature, residential lease agreements with natural persons fall within the jurisdiction of this legislation. Trafalgar's standard lease agreements and procedures have therefore been aligned to the Consumer Protection Act. As case law becomes available and accumulates, the full scope and application of the Consumer Protection Act to the property sector and residential letting will be better clarified.



Sample Management Reports

Examples of rent statements, monthly owner reports and rental building income statements are available to view at www.trafalgar.co.za/rental_reports and illustrate the format and detail of Trafalgar's residential letting reporting. Management reporting gives all relevant letting information to property owners and is conveniently emailed on a monthly basis or available online. A tenant guide covering frequently asked questions is provided to all tenants to enhance their letting experience, and is available online at: www.trafalgar.co.za/rent/tenant-guide/

Trafalgar's Registration Certificates

Trafalgar has current registrations with all the necessary regulatory bodies applicable to residential letting in South Africa: EAAB, NAMA and the Council for Debt Collectors. These are relevant and important from a governance, legal compliance and code of conduct application perspective. All Trafalgar's current year registration certificates are available to view on: www.trafalgar.co.za/online-services/registration-certificates/

Written References

Written references from landlords and tenants in comparable properties and suburbs, are available on request. These references confirm Trafalgar's residential letting service scope and commitment to service excellence and same day service delivery. A dedicated portfolio manager is assigned as a single point of entry and service accountability for all owners and tenants; supported by a team comprising a maintenance administrator, building inspector, debt collector, accountant and creditors administrator, Trafalgar's service excellence commitment is an overriding priority.



Why Trafalgar is a preferred residential letting agent

- Trafalgar is a well-established national brand with a 50 year track record, existing national footprint, specialised staff and computer systems focused on residential letting services as core business.
- Trafalgar has all necessary regulatory body registrations in place and in good standing: EAAB, NAMA and Council for Debt Collectors promoting legislative compliance and good governance.
- Trafalgar's teams are trained and equipped to provide residential letting services to developers, landlords and tenants, from single units to large buildings, from houses to flats and located in urban centres or surrounds. Mixed use properties also covered.
- Trafalgar offers effective multi-channel vacancy advertising (Property24, Private Property, Gumtree, Social Media, boards, fliers) to effectively let vacant properties to qualifying tenant applications. Many of these platforms interface directly with Trafalgar's computer system or live updates.
- Tenant applications are thoroughly screened utilising TPN gold credit bureau enquiries, employment and prior lease references and affordability checks. Legally compliant lease agreements are signed with letting agent guidance and support throughout, including detailed in-inspection reports.
- A dedicated portfolio manager team creates a single point of contact, communication, service delivery and accountability guided by service excellence as an overriding priority.
- Comprehensive financial management reports are circulated to landlords monthly by e-mail and are also available online. These report rentals and recoveries raised, tenant and creditor payments, debt collection notes and performance to budget, clearly describing all elements of a rental property's performance.
- An Electronic document management system is in place to archive and secure all property documentation, reports and records (tenant applications, leases, in and out inspections, creditor invoices etc).
- Real-time text messages confirming all property payments for added security and awareness.
- For buildings and rental portfolios, efficient facilitation of budget preparation and monthly municipal account reconciliations by a dedicated Trafalgar accounting team. Recoveries of municipal recoveries are closely managed and reported on a monthly basis.
- Annual maintenance inspections conducted to compile a maintenance plan and budget.
- Take-on health check at the inception of managing a property, applying a detailed legal compliance checklist.
- In-house attorney who oversees legal collections and Rental Housing Tribunal representation.
- In-house financial services products: refurbishment loans, geyser insurance & insurance broking for residential letting properties.



trafalgar

One-stop property solutions

- Property Managers • Residential Letting
- Property Financial Services • Commercial Brokers

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