MASTER OWNERS ASSOCIATION
Unit 1, Titan House, Termo Lane, Techno Park, Stellenbosch 7600
PO Box 856, Stellenbosch 7599
Tel 021 882 9061

Application for "Happy Letter"

As governed by the Stellenbosch Municipality by-laws, no newly constructed building may receive any household contents or be occupied, unless a Certificate of Occupancy (OC) has been issued. The Voliere Master Owners Association (MOA) is compelled to provide written confirmation in form of a "Happy Letter" stating that the property complies with the estate's architectural guidelines. Upon receipt of this letter, the building inspector shall schedule the official and final inspection with the owner of the building to be inspected.

It is important to note however that, whilst the MOA inspections are limited to the **exterior** of the building, the landscaping and the MOA infrastructure/equipment, the building inspector focuses on both, the interior and exterior in accordance with the provisions of the National Building Regulations and Building Standards Act (NBR). The following shall be scrutinized by him:

Documentation.

- Approved building plans;
- Electrical compliance certificates;
- Plumbing compliance certificates;
- Structural completion certificates.

Compliance.

- Safety, health, and structural regulations.
- The National Building Regulations and Building Standards Act.

Relevant parties involved in the Application Process

1. The Principle Agent as the Applicant (PA);
2. The Contractor (BC)
3. The Estate Manager (EM);
4. The Estate Architect (EA);
5. The Managing Agent (MA);
6. The MOA's Aesthetics Committee (A-Com);

IMPORTANT NOTICE

It is incumbent on the applicant to ensure that the building is ready for inspection, as per the requirements set out hereunder. When an inspection is requested via the EM and confirmed, PA must be in attendance on the date of inspection. Should it not be possible, then this must be communicated to the EM in advance. Failure to seek condonation of absence shall result in the inspection being cancelled.

Happy Letter Application Procedure

- Building and Landscaping of road verge must be completed;

- The PA requests inspection from EM and applies for the refund of the building deposit;
- Date of inspection by EM is set and confirmed;
- Where the EM is not satisfied with any work he may request an opinion from the EA, this opinion shall be binding.
- Subject to EM approval, A-Com shall instruct the MA to issue the Happy Letter.

Requirements

1. The owner's levy account must be in good standing;
2. The building must be completed and built in accordance with the approved municipal plans.
3. Minimum requirement will be the PA's confirmation of practical completion;
4. A hard copy of the municipal approved plans must be available at the time of the inspections;
5. Any deviations from the originally approved building plans must be supported by a Rider Plan, approved by A-Com and the Municipality;
6. The road verges landscaping and sprinkler system, as stipulated in the Architectural Guidelines must be completed;
   - Should it not be possible to install the landscaping due to neighbouring plot construction activities, the owner may apply for delayed implementation / completion. An agreement setting out the conditions in respect thereof, may be requested from the MA.
7. Proof of payment for the house number order;
8. No visible signs of transgressions or deviations from the approved Building Plan will be approved;
9. No outstanding snag or incomplete work will be accepted;
10. The smart meter for water and electricity must be installed, functional and a wallet registered;
11. Damages to estate infrastructure or equipment, caused by the BC or anyone working for same, must be repaired by the MOA's contractors;
12. All stormwater drains in the facility must be clean and free of any blockages.

IMPORTANT NOTICE

Should it be found during the inspection, that any of the above requirements are not met, the inspection may be cancelled. A new inspection date can be requested, subject to the EM's inspection schedules, which is set to take place on Wednesdays;

- It is specifically recorded that any direct approaches to MOA officials outside of the A-Com procedures shall not be attended to.
- The PA must ensure that the BC is fully compliant with the above requirements, without which and in absence of a fully completed building, the building inspector shall NOT attend to the municipal inspection, resulting in no OC being issued.