

5 August 2013

Dear Tenant/Owner

GENERAL CIRCULAR: UTILITIES QUERIES, MUNICIPAL CHARGES ADVICE SLIPS AND ARREARS

We refer to previous correspondence relating to the e-mailing of rental/levy invoices to all and that everyone must please supply **TUPA** with a valid e-mail address for this purpose. **TUPA** will be forwarding all invoices primarily via e-mail. We shall only deliver invoices by hand free of charge to those tenants who have valid reasons not having access to Internet and e-mail facilities. This decision was necessary in order to enhance our communication with all our tenants/owners and to speed up the invoice delivery to promote prompt rental/levies payments.

We have recently been inundated with queries relating to especially higher electricity billings. Please note that the billing for utilities are contracted to either Lennerts or Motla Metering Services and anyone having queries relating to these services must contact them directly at (011) 023 0021/22 or (087) 820 3500, respectively.

We are particularly aware that some tenants/owners insist that we also forward the monthly advice slips from the municipal reading company. This is mainly because many tenants/owners do not understand the format of the readings printed on the monthly rental/levy invoice, although it consists of exactly the same data printed on the municipal advice slip and the latter is anyhow not considered to be a valid accounting source document as the invoice which everyone receives. We therefore explain the format printed on the invoices in detail:-

EXAMPLE: ELE. (92, 26650-26742, 28/11/12-5/1/13)

ELE = Refers to the Electricity Reading for which you are charged for. **WAT.** refers to the water meter reading, **SEW.** refers to the sewage and **G** or **GAS** refers to the gas.
92 = This is the physical consumption for the meter reading period
26650 = This was the previous meter reading which were taken on 28/11/12 according to the example
26742 = This is the latest meter reading which were taken on 5/1/13 according to the example
28/11/12 = This was the date on which the previous meter reading was taken.
5/1/13 = This was the last reading date.

PLEASE NOTE:

- 1 Readings aren't taken on the same date each month.
- 2 The period between readings may consist of more than 30 days resulting in a higher bill and sometimes the reading period may consist of less than 30 days resulting in a smaller bill.
- 3 The period you are paying for may be up to two months in arrears, because we issue invoices around the 20th of each month for the following month. Nevertheless you are always billed for the latest received municipal readings.

We have taken the decision that no municipal advice slip will be e-mailed, posted or hand delivered anymore because of the simple reason that those charges are correctly invoiced on our invoices already. However, municipal advice slips will be published on our interactive website www.tupaonline.co.za via the IPortal System from 15 August 2013 and can be downloaded by everyone in case you would like to have such a slip for your records.

We have now also established a specialist Legal Department to enforce the rental/levies collection process. All tenants/owners must please note that all payments MUST be effected on or before the 1st of each month. We are now publishing all rental/levies records on the **Tenant Profile Network (TPN)** credit bureau by the 5th of each month for which everyone will receive a confirmation SMS of the current state of your account. Legal processes will be strictly initiated from the 2nd of each month against all tenants/owners still in arrears without proper arrangements in writing which arrangement will be made according to our discretion. **Please note further that all payments received from all tenants/owners will first be allocated towards arrears, secondly towards charges, thirdly towards utilities and lastly towards rental/levies.**

If you have any query relating to this, you are more than welcome to contact your administrator for your building/scheme.

Yours Sincerely,

TUPA Real Estate