



MHA News

News you can use!



Msunduzi Housing Association NPC

Sept 2013

We shape our buildings; thereafter, they shape us... Winston Churchill

Welcome to yet another exciting issue of the MHA news. This channel is still a fairly new form of communication for our tenants, but a wonderful platform to improve on our relationship. We continue to urge you to also utilize this tool to your advantage in making your voice heard as our tenant. Upcoming events, notices, changes and educational information is contained in these issues, make sure you don't miss out!!!

We have just had an exciting initiative, the launch of the afterschool computer training center especially catering for our student tenants. There will be more detailed coverage in the next issue of MHA News.

The MHA takes pride in not just providing affordable rental housing, but in having a holistic approach in our delivery of service.

Remember, your voice and opinion matters to us, so do write to csm@msunduzihousing.co.za and we may just publish your letter in our next issue.

Enjoy reading!

Khosi Xaso, Client Services Manager

Housekeeping

Littering

We would like to remind all tenants that each tenant is responsible for taking their own refuse to the skip. The Lease Agreement states that **"Tenants shall maintain their premises and common areas and corridors in a neat and tidy condition and shall avoid littering of any kind"**.

Access into units

We often cannot attend to complaints because we are not given access to the unit. It is very important that when you make a complaint, you also make arrangements for us to access your unit, and please ensure that you keep to the arrangement. Should you not be able to make it, please inform the MHA offices timeously.

Noise

Some tenants are still playing loud music, and making noise, which greatly affects their neighbours. The Lease Agreement states that **"Tenants and their visitors shall be considerate to neighbours and not make loud noise or play loud music"**.

In case of a tenant making a noise what do I do?

Generally excessive noise is unacceptable at any time. However, in some cases, the person making the noise is sometimes unaware of the disturbance being caused. Therefore, we encourage neighbours to attempt to sort it out between themselves. If this does not solve the problem, then report it to the Housing Supervisor, or call the police if it happens after 10:00 at night, or if it is the result of a domestic disturbance or reckless driving.

Illegal Occupants

If someone who is not on the family form is living with you, you are in breach of the Lease Agreement for illegal occupancy. The Lease Agreement states that **"The Lessee must personally reside in the premises during the lease period, and may not allow any other person to occupy the premises or part thereof instead of the lessee. The lessee**

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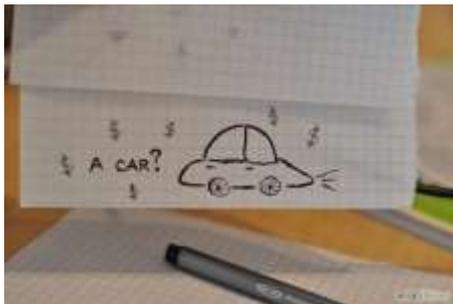
FINANCE NEWS

How can I help myself save money?

Don't go over budget. This is the first rule of budgeting, and pretty much the only one. It sounds fairly obvious, but it's easy to go over budget, even when you have one in place. Be mindful of your spending habits, and what your money is going towards.

Keep a journal. In the early stages of keeping a budget, it might be helpful to keep a daily journal of your spending habits. Write out what you spend money on each day. It could be eye-opening to track some of your expenses. Keep an eye for repeated purchases which might be easily avoidable, like a trip to McDonalds for coffee every morning.

Know the difference between luxuries and necessities. Determine what the have-to's in your budget are, versus the want-to's. Make the necessities your highest priority in the budget, and if there's money left over, indulge in things like going out or shopping.



Reduce larger expenses. These are often the most unpleasant, but most effective ways to stay within a budget. If you take an annual vacation, consider staying home this year.

Leave your debit/credit card at home. When you're out for the night, it's very easy (and tempting) to leave your debit or credit card at the bar and ring up a tab. Don't! This is a very easy way to ring up a high bill that will set you way off budget.

Consolidate your debt. If you find you are in a lot of debt, approach a bank for a consolidation loan, and pay off your smaller more expensive debt. But remember, once the more expensive debt is paid up, close the account or you will get into even more of a debt trap!

MAINTENANCE

Please remember, when reporting faults, that certain items, in accordance with the lease agreement, are your responsibility, while other items are the responsibility of

MHA (fair wear and tear is taken into account when assessing faults). A full list of items is available in the MHA tenant training manual, which each new tenant is given a copy of. Should you require a new copy, please do not hesitate to come in to the office to request one.

The MHA is committed to providing our tenants with a safe and secure environment in which to live. In this issue, we highlight some common maintenance issues, as well as provide you with some useful tips to ensure that your stay with us is pleasant and hassle-free.

Mould

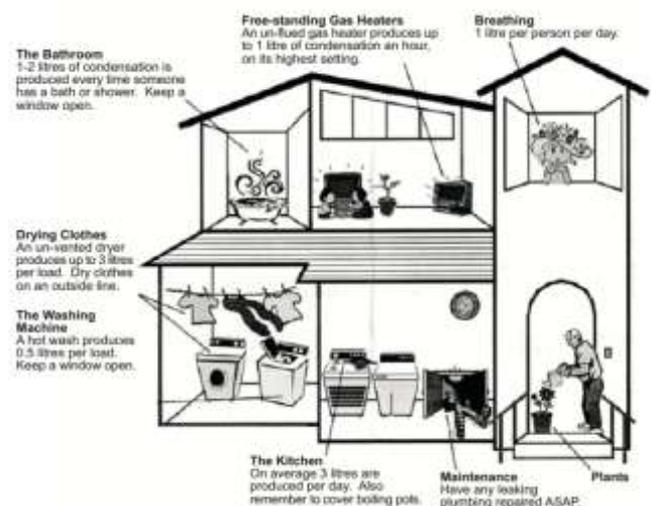
Many maintenance complaints are related to mould. It is essential to have a thorough understanding of what it is, and where it comes from.

Where does mould come from?

An empty house, if it is sufficiently weatherproofed, does not grow mould. Mildew and mould growth occurs when the people who live in the house create the right conditions for the mould to grow, just by carrying out their daily household tasks and activities. During these tasks and activities, moisture builds up in the air and condenses wherever there are cold surfaces. Mould growth can be worse in the far corners of a room, as they have the least amount of air circulation, restricting the drying effect from air movement.

What is mould?

Mould is a primitive form of fungus, growing from spores that are common everywhere. Mould will not grow unless there is food (surface dust, dirt, or organic matter) and moisture to sustain it. Keeping surfaces (walls and ceilings) clean and dry is essential to restrict mould growth.



It is important to bear in mind that you are responsible to ensure that your unit is kept in the condition in which you took tenancy. Should there be mould on your walls, it will be your responsibility to remove it (or hire someone else to

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COMMUNITY DEVELOPMENT EVENTS

Computer Centre Launch

The MHA is proud to announce the official launch of the Acacia Park Computer Centre! The MHA is committed to a holistic approach in housing provision, and as such, we aim to cater to the needs of the person in total, and not just provision of housing.

After consultation with our tenants, one of the needs we felt that was not being met at Acacia Park was the need for some kind of after school activity – we heard from tenants that kids come home from school and get up to mischief because there is nothing for them to do. As such, we developed the vision for a PC centre, stocked with the latest computers, with high speed internet access, for the young people of Acacia Park to utilize to help with after school homework and projects.

The PC Centre will also have a positive spin-off for adults, as they will no longer need to go to Nedbank Plaza and elsewhere to do things like write CV's for job applications, or do online banking, and so forth.

Mandela Day

On Mandela Day, staff of the MHA devoted 67 minutes of their day to cleaning up in Oribi and Prestbury. We hope that the tenants will join with us in making caring for the environment a permanent part of our daily lives.



MHA Staff cleaning at Acacia Park

Security

Our security company has advised us that there has been an increase in the incidence of petty crime at the complexes.

It is of utmost importance that you be aware, at all times, of safety and security. In particular, we would like to remind you to always be watchful of your belongings. Ensure that your unit is securely locked when you are not in it, and remember to lock your vehicle and set the alarm when you are at home.

If at all possible, ensure that you do your washing when you will be around to monitor it, and do not let it hang overnight. If we all join hands, together we can beat this, and create a safe environment for our families.

Housekeeping continued from page 1

may not sublet the premises or any part thereof”.

How to rectify the breach?

If you are in breach for this reason, you need to report to the MHA offices to rectify the breach.

Maintenance

Please make sure that you are not using a faulty appliance that will damage our power supply. The Lease Agreement states that **“The Lessee is liable for any damages caused by the lessee”**.

Parking System

Here are a few Parking Rules to remember:

1. Stick your MHA vehicle disc on your windscreen to gain access to your complex
2. No vehicles will be allowed inside the complex without a displayed vehicle disc
3. Tenants parking in a wrong parking bay may be towed away

If you live at Acacia Park, you must park your vehicle in the bay that corresponds with your flat number. Your flat number is the same as your parking bay number. If you have a second vehicle, use the visitors parking inside the complex for your second vehicle.

If you live at Signal Hill, you must park in the bay that was allocated to you. All tenants at Signal Hill are given their own parking bay numbers to use, if they have a vehicle. If you are not sure of your parking bay number, please contact the MHA offices. We will be glad to assist you in clarifying any misunderstandings regarding your parking.

Please also remember to ensure that your visitors don't park in tenant parking bays. Should a visitor be parked in a tenants parking, the visitor's vehicle may be towed away, with the costs for your account!

If you have problems with other tenants' visitors parking in your parking bay, please note the registration number of the vehicle and contact your Housing Supervisor to follow up the issue.

In addition, please don't park your car on the grassed areas of the housing complexes, or let your visitor's park there! Not only does this breach your lease agreement, but it also causes damage to the grass and to underground drains and pipes, which can crack under the weight of the vehicle.

remove it for you), unless you can demonstrate that it is the MHA's responsibility.

Keys

MHA Maintenance Staff would like to remind all tenants that we do not have keys to any of the units. As such, maintenance staff are not in a position to come out to let you into your unit if you lose your keys or lock yourself out.

If you have lost your keys or locked yourself out, you will have to call a locksmith, who will open your unit for you. However, this may cost a lot of money and the charge will be your responsibility to settle. For this reason, we encourage all our tenants to be particularly careful not to lose your keys. You may, should you choose, get a copy of your key made, to leave with a trusted friend or family member in the event that you become locked out or lose your keys.

Health and Safety

The health and safety of our tenants is of utmost concern to us. We would therefore like to remind you, our valued tenant, of the following:

Smoke Detectors

Most fire fatalities occur in homes, mainly while people are sleeping. Fire is quiet and fast. If you're sleeping, you can't smell smoke. Sound is the best way to wake a person from a deep sleep, and a smoke alarm is the best way to arouse you from your slumber. Smoke alarms detect smoke before you can see or smell it. The smoke particles break a circuit in the smoke detector which triggers a loud warning signal, and keeps sounding until the smoke clears. We highly recommend that you get a smoke alarm installed by a professional and qualified installer - having a smoke alarm in your unit significantly reduces your chances of dying in a fire.

Fire Hoses

The fire hoses exist to protect you and your belongings in the event of a fire. Using the hoses for any other purpose makes them less effective, and is a danger in case of a fire.

Please do not use the fire hoses for any purpose other than putting out a fire! If you use the fire hoses for other things such as washing your vehicle, you not only endanger your property and that of others, you also endanger lives. If a person is trapped in a burning unit, and the fire hose is damaged from unauthorized use, then the person concerned could well end up losing their life. And also remember that the unauthorised use of a fire hose is a criminal offence!

Please be considerate, and bear the well-being of yourself, your family, and your neighbours in mind every time you feel like using the hose for washing your vehicle. A clean car is not worth someone's life!

Powder Extinguishers

The same guidelines as above apply to the red powder extinguishers. Please do not tamper with them in any way. If they are tampered with, they may not work effectively in the case of a fire, and you, your family, or your neighbours may well lose your lives!

If you see someone tampering with a fire hose or a powder extinguisher, please do not confront the person directly! Rather, make a note of it, and inform your Housing Supervisor immediately.

Emergency Contact Details

Police	10111
Ambulance	10177
Fire Dept	0800 033 911
Netcare911	083 911



Quality Affordable Rental Housing

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