



SMILE PROPERTY PTY LTD

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4320



Welcome to Smile Properties

Your Tenant Guide

Dear Tenant,

Thank you for choosing Smile Properties as your rental partner. We are delighted to welcome you to your new home. To ensure you know exactly what to expect, here is a step-by-step guide covering inspections, communication, and emergency procedures.

1. Move-In Inspection

On the day of your move-in inspection, the property may not always be left in perfect condition by the previous tenant. This can include, but is not limited to:

- Cleaning not done properly
- Damages to the property
- Negligence

👉 *Please note: While we aim to resolve issues as quickly as possible, we may not always be able to arrange a cleaning team on the same day. However, the office will ensure a booking for the next available day and keep you updated.*

During the inspection, if our inspector identifies items that would prevent safe and functional living, these will be actioned immediately. Examples include:

- Electricity issues (no power even after your connection has been set up)
- Plumbing problems (burst pipe, burst geyser, blocked drain, or toilet not working at all)
- Broken window (not a crack, but a full pane missing, creating a security risk)
- Main entry door locks (ensuring that the main entry doors can lock and secure the home; inside door locks are excluded)

The inspector will communicate these urgent issues with the office, and our maintenance team will be dispatched the same day to ensure you have safe and functional living conditions (electricity, water, secured main doors, and windows).

2. After the Entry Inspection

Once the move-in inspection has been completed and signed off:

- a) The office will compare entry & exit inspections of the previous tenant.
 - b) A follow-up appointment will be booked with you.
 - c) A maintenance crew will be sent to provide quotes for any required work.
 - d) Once the quote is approved, the office will schedule an appointment with you for the work to be carried out.
 - e) After completion, you will sign a "Happy Letter" confirming that the work has been done to your satisfaction.
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3. During Your Stay

For your convenience, here are the official communication channels:

- a) Landline (Office)– 010 448 1033
 - b) Accounts:
 - Ilse– 076 989 2233 / ilse@smileprop.co.za
 - Louenza– 066 238 7117 / louenza@smileproperty.co.za
 - c) Head of Maintenance:
 - Denene– 061 820 2743 / maintenance1@smileproperty.co.za
 - d) Consultants:
 - Gideon– 066 303 6026 / maintenance2@smileproperty.co.za
 - Wendy– 072 973 1114 / maintenance3@smileproperty.co.za
 - La-Roschelle– 072 767 5718 / accounts@smileprop.co.za
 - e) Client Liason:
 - Elsje - 073 103 1404 / rentals@smileproperty.co.za
 - f) Executive Assistant: Nikki– 083 276 3889 / principalpa@smileproperty.co.za
 - g) COO: Zee– 072 853 9526 / zee@smileproperty.co.za
 - h) CEO / Principal: Dries Cronje– 072 561 8866 / dries@smileprop.co.za
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4. Emergencies

Electrical

- Contact: Petro – 073 665 9604 / Roelie– 082 549 8229

Only call after you have first contacted your electricity supplier and confirmed the fault is not on their side.

Please note: Owners will not cover costs for non-emergency callouts that could have been handled during normal business hours.

Plumbing

- Contact: Plumb Ambulance – 082 871 3189

Only the following qualify as emergencies:

- Burst geyser
- Burst pipe

In most cases, immediate repairs cannot be done outside of normal hours. Instead, the main water valve will be closed until work can be completed.

5. A Word from Our CEO

At Smile Properties, we value your experience and are committed to improving our service. I personally welcome your feedback about your stay and how we can do better.

Please feel free to reach out to me directly: dries@smileprop.co.za

Kind regards,

The Smile Properties Team

