



KAAP AGULHAS MUNISIPALITEIT
CAPE AGULHAS MUNICIPALITY
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**CAPE AGULHAS LOCAL
MUNICIPALITY**
**PROPERTY MANAGEMENT
CONTRACTS**
Procedure Manual



Collaborator™ Business Engineering (Pty) Ltd | 2009

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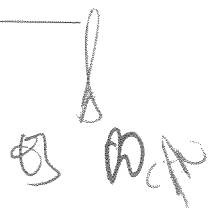
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1. INTRODUCTION

1.1 Background

The business processes described in this document has taken into account the following legislation:

- ✦ Public Access to Information Act
- ✦ Municipal Systems Act no 32 of 2000
- ✦ Municipal Structures Act 117 of 1998
- ✦ Municipal Finance Management Bill
- ✦ Municipal Demarcation Act 27 of 1998
- ✦ Promotion of Access to Information Act 2 of 2000

Other documents to be taken into account during this module include:

- ✦ Cape Agulhas Local Municipality Property Management Policy.
- ✦ General Conditions of a Contract.

1.2 Purpose of this Document

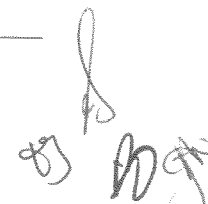
The purpose of this document is to describe the process of Municipal Property Contract Management at Cape Agulhas Local Municipality including the following processes:

- ✦ Capturing of Municipal Lease Agreements.
- ✦ Capturing of Sale of Land Agreements.
- ✦ Capturing of Developer Agreements.
- ✦ Capturing of Acquisition of Land Agreements.
- ✦ Capturing of Miscellaneous Agreements.
- ✦ Capturing of Encroachments.
- ✦ Management of Scheduled Actions associated with Property Management contracts.
- ✦ Change Management.

1.3 Method of Compiling

This document was updated based on business processes implemented at clients of Business Engineering for presentation and approval from the Cape Agulhas Local Municipality key stakeholders.

This document will be used as the central Procedure Manual for the Property Management Contracts module to describe the processes on which the management of these contracts are based, as it will be implemented at Cape Agulhas Local Municipality.



2. PROCESS OVERVIEW

2.1 Goals

This process aims to:

- ✚ Keep record of all Municipal Contracts including:
 - ✓ Lease Agreements
 - ✓ Sale of Land Agreements
 - ✓ Developer Agreements
 - ✓ Acquisition of Land Agreements
 - ✓ Miscellaneous Agreements
 - ✓ Encroachments
- ✚ Track and Manage changes, renewals and updates to Municipal Property Contract
- ✚ Track and Manage Scheduled Tasks linked to contracts.
- ✚ Track and Manage Documents linked to contracts.
- ✚ Compare financial information between the register of Municipal Property Contracts and data on the Financial System.
- ✚ Make contracts accessible for the officials involved.

2.2 Prerequisites

Prerequisites for Collaborator Property Management Contracts Module are:

- ✚ The IT infrastructure must be available to all relevant users.
- ✚ The standardisation of word processing and other software applications.
- ✚ All applicable users must have training and access to the relevant Collaborator tasks.

2.3 Process Start

The process is initiated when a new contract, pertaining to one of the Municipal Properties, is formed between the municipality and other parties or when an existing contract is changed or updated.

2.4 Input / Output

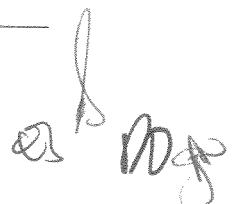
The input and the output of the process include:

- ✚ Input:
 - ✓ Agreement Details.
 - ✓ Details of other parties involved.
 - ✓ Supporting Documents.
 - ✓ Scheduled Actions.
- ✚ Output:
 - ✓ Unique reference number.
 - ✓ Up-to-date Register of different Property Management Agreements.
 - ✓ Custom Reports.
 - ✓ Scheduled Task Reminders
(Expiries, Escalations, Renewals, Practical/Final Completion)

2.5 Resources

The following resources are required on the project:

- ✦ Human Resources.
(Records Manager, Corporate Services department, Registry Clerks)
- ✦ Collaborator Property Management Contracts Module.
- ✦ Personal Computers and Peripheral Equipment.



3. LEASE AGREEMENTS

3.1 Overview

The main objective here is to capture the Lease Agreement on the system in order for it to be managed and tracked in future. The details of the Lease Agreement must correlate with the information captured in the Financial System; to verify and manage whether the correct monies are received for properties leased and reporting on the Lease Agreement and Income generated becomes very important. Also to manage the Lease Agreement, a history of the agreement between Lessor and Lessee is maintained on Collaborator renewing the Lease Agreement on the system.

3.2 New Lease Agreement

3.2.1 Capture Lease Information

3.2.1.1 Objective

The main objective here is to capture the Lease Agreement on the system in order for it to be managed and tracked in future.

3.2.1.2 Actions Performed

The following steps must be followed in order to complete the process:

1. Access Collaborator using your network credentials. Navigate to the Lease Agreements (or Property Management) workspace and request to 'New Lease Agreement'.
2. The 'Capture Lease Information' screen displays and the following information must be entered:

FIELD NAME	TYPE	LENGTH	DEFAULT	SET VALUES
Name	Text	150		
Lease Agreement Number	Text	25		
Account Number	Text	50		
Contact Person	Text	150		
Type	Menu	25	NULL	- Land - Housing
Purpose	Text	150		
Town	Data Source	25		- Arniston - Struisbaai - Bredasdorp - Elim - Napier
Area	Text	50		
Suburb	Text	50		

FIELD NAME	TYPE	LENGTH	DEFAULT	SET VALUES
Street Name	Text	50		
Street Number	Text	50		
Address	Text	250		
Erf Number	Text	50		
Portion	Text	25		
SG Code	Text	50		
Size Sqr Metres	Number	25		
Lease Amount	Number	25		
Current Rent	Number	25		
Fixed Rental	Number	25		
Levy Frequency	Menu	25		- Monthly - Annually
Number of Months between Increases	Number	25	12	
Remaining Number of Increases	Number	25	999	
Next Escalation Date	Date	25		
Escalation Reminder Date	Date	25	Escalation Date() – 1 month	
Escalation	Menu	10	NULL	- Yes - No
Escalation by Fixed Amount	Text	25		Optional Field
Escalation by Percentage Method	Menu	25	NULL	- Reserve Bank Rate - CPIX - Own
Escalation Own Percentage	Number	25		Optional Field
Start Date	Date	25		
Expiry Date	Date	25		
Status	Text	25	Active	Display
Samras Update Required	Menu		Yes	Display Field
Note – SAMRAS info to be updated	Text	Unlimited		

3.2.1.3 Performed By

The capturing of Lease Agreement will be done by the identified and designated users within the Corporate Service departement within the Cape Agulhas municipality. All users in the Property Management group will have permissions to create new Lease Agreements.

3.2.1.4 When to use

This task must be performed for every agreement to rent out Municipal Property, entered into between the Municipality and an external party.

3.2.1.5 Prerequisites

The Lease Agreement details must be at hand before the capturing can start.

3.2.1.6 Operating Standards

All Lease Agreements must be captured on the system as soon as possible for management and tracking.

3.2.2 Confirm that the SAMRAS Unit Record is set

3.2.2.1 Objective

The main objective here is to inform the official responsible for levying on Lease Agreements, of the agreement's financial detail and for the said official to confirm what information was eventually captured on the Financial System, SAMRAS. This information will be compared daily between the 2 systems, Collaborator and SAMRAS, to ensure and manage that the correct income is derived from the Cape Agulhas Lease Agreements.

3.2.2.2 Actions Performed

The following steps must be followed in order to complete the task:

1. Access Collaborator using your network credentials. Navigate to the Work-in-Progress inbox and open the task 'Confirm the SAMRAS Unit Record is set'
2. The 'Confirm the SAMRAS Unit Record is set' screen displays. If the information provided by Property Management is insufficient/incorrect, the Finance official will not capture any information and reject the task by selecting "Update Rejected" in the SAMRAS Outcome field. A subsequent task will be sent to the requestor "Update SAMRAS Unit Record".

OR

If the information provided by Property Management is correct/correlates with the Unit Record on SAMRAS, the Finance Official will update the Unit Record on the SAMRAS and capture the following fields:

FIELD NAME	TYPE	LENGTH	DEFAULT	SET VALUES
Name	Text	150		Display
Lease Agreement Number	Text	25		Display
Account Number	Text	50		Display
Contact Person	Text	150		Display
Type	Menu	25		Display
Purpose	Text	150		Display
Town	Text	25		Display
Area	Text	50		Display
Suburb	Text	50		Display
Street Name	Text	50		Display
Street Number	Text	50		Display
Address	Text	250		Display

FIELD NAME	TYPE	LENGTH	DEFAULT	SET VALUES
Erf Number	Text	50		Display
Portion	Text	25		Display
SG Code	Text	50		Display
Size Sqr Metres	Number	25		Display
Lease Amount	Number	25		Display
Current Rent	Number	25		Display
Fixed Rental	Number	25		Display
Levy Frequency	Menu	25		Display
Service	Text	25		
Sub Service	Text	25		
Service Tariff	Text	25		
Number of Months between Increases	Number	25	12	Display
Remaining Number of Increases	Number	25	999	Display
Next Escalation Date	Date	25		Display
Escalation	Menu	10	NULL	Display
Escalation by Fixed Amount	Text	25		Display
Escalation by Percentage Method	Menu	25	NULL	Display
Escalation Own Percentage	Number	25		Display
Start Date	Date	25		Display
Expiry Date	Date	25		Display
Start Service Period	Text	25		
End Service Period	Text	25		
Status	Text	25	Active	Display
Service Key	Text	25		
SAMRAS Outcome	Menu	25	NULL	- Update Complete - Update Rejected
SAMRAS Note	Text	Unlimited		
Note – SAMRAS info to updated	Text	Unlimited		Display

3.2.2.3 Performed By

The updating of the SAMRAS Unit Record will be done by the identified and designated users, tasked with the levying for Lease Agreements, within the department Finance at Cape Agulhas Municipality. All users in this group (Users to Update SAMRAS Unit Records) will have permissions to capture/update SAMRAS Unit Record Information against the Lease Agreement.

3.2.2.4 When to use

This task must be performed for every new Lease Agreement entered into by Cape Agulhas Municipality, as well as every time said agreement is updated.

3.2.2.5 Prerequisites

The Lease Agreement details must be captured on the system.

3.2.2.6 Operating Standards

All Lease Agreements must be captured on Collaborator and all Unit Records for Lease Agreements accounts must be updated on SAMRAS for the financial information to be compared between the 2 systems.

3.2.3 Update the Rejected SAMRAS Unit Record

3.2.3.1 Objective

The main objective here is to inform the requestor at Property Management of the reasons for the SAMRAS Unit Record rejection, what information is required for the SAMRAS Unit Record should it have to be updated and then provide the opportunity for the Property Management official to again request that the SAMRAS Unit Record be updated.

3.2.3.2 Actions Performed

The following steps must be followed in order to complete the task:

1. Access Collaborator using your network credentials. Navigate to the Work-in-Progress inbox and open the task 'Update the Rejected SAMRAS Unit Record'.
2. The 'Update the Rejected SAMRAS Unit Record' screen displays. If the feedback from the Finance department is acceptable, the Property Management user can submit the task without requesting that the SAMRAS Unit Record be updated again, by selecting "No" in the "SAMRAS Update Required" field. Any of the other information fields can be edited at this stage.
OR
3. If the Property Management opts to have the SAMRAS Unit Record updated again, the user can select "Yes" in the "SAMRAS Update Required" field and a Subsequent task "Confirm that the SAMRAS Unit Record is set" is sent to the Finance department. Any of the other information fields can be edited at this stage:

FIELD NAME	TYPE	LENGTH	DEFAULT	SET VALUES
SAMRAS Note	Text	Unlimited		Display
Name	Text	150		
Lease Agreement Number	Text	25		
Account Number	Text	50		
Contact Person	Text	150		
Type	Menu	25		
Purpose	Text	150		

FIELD NAME	TYPE	LENGTH	DEFAULT	SET VALUES
Town	Data Source	25		
Area	Text	50		
Suburb	Text	50		
Street Name	Text	50		
Street Number	Text	50		
Address	Text	250		
Erf Number	Text	50		
Portion	Text	25		
SG Code	Text	50		
Size Sqr Metres	Number	25		
Lease Amount	Number	25		
Current Rent	Number	25		
Fixed Rental	Number	25		
Levy Frequency	Menu	25		
Service	Text	25		Display
Sub Service	Text	25		Display
Service Tariff	Text	25		Display
Number of Months between Increases	Number	25	12	
Remaining Number of Increases	Number	25	999	
Next Escalation Date	Date	25		
Escalation	Menu	10	NULL	
Escalation by Fixed Amount	Text	25		
Escalation by Percentage Method	Menu	25	NULL	
Escalation Own Percentage	Number	25		
Start Date	Date	25		
Expiry Date	Date	25		
Start Service Period	Text	25		Display
End Service Period	Text	25		Display
Status	Text	25	Active	Display
Service Key	Text	25		Display
SAMRAS Update Required	Menu	25	NULL	- Yes - No
Note – SAMRAS info to updated	Text	Unlimited		

3.2.3.3 Performed By

The updating of rejected SAMRAS Unit Records will be done by the identified and designated users within the Corporate Service department within the Cape Agulhas municipality. All users in the Property Management group will have permissions to create new Lease Agreements.

3.2.3.4 When to use

This task is performed when the Finance department rejects the information provided to them by Property Management and does not update the SAMRAS Unit Record.

3.2.3.5 Prerequisites

The Lease Agreement must be captured on the system and the task “Confirm that the SAMRAS Unit Record is set” was allocated to and rejected by the Finance Department.

3.2.3.6 Operating Standards

For all Lease Agreements the SAMRAS Unit Record information must be captured in the record on Collaborator with a unique reference Number (Service Key) for the information to be compared daily. If the incorrect information was provided to set the Unit Record, this information must be updated.

3.3 Renew Lease Agreement

3.3.1 Renew the Lease Agreement

3.3.1.1 Objective

The main objective here is to update Expiry Date, and subsequent reminders, of the Lease Agreement on the system when a Lease Agreement is renewed, in order for it to be managed and tracked in future. The Lease Agreement can also be linked to other records, i.e. correspondence, that serves as proof of informing the Lessee of the renewal.

3.3.1.2 Actions Performed

The following steps must be followed in order to complete the task:

1. Access Collaborator using your network credentials. Navigate to the Lease Agreements (or Property Management) workspace and locate the Lease Agreement in question.
2. Request to ‘Renew Lease Agreement’ from the on-demand task list.
3. The ‘Renew the Lease Agreement’ screen displays and the following information must be entered:

FIELD NAME	TYPE	LENGTH	DEFAULT	SET VALUES
Name	Text	150		Display
Lease Agreement Number	Text	25		Display

FIELD NAME	TYPE	LENGTH	DEFAULT	SET VALUES
Correspondence Reference Number	Text	25		
Account Number	Text	50		Display
Contact Person	Text	150		Display
Erf Number	Text	50		Display
Portion	Text	25		Display
Start Date	Date	25		Display
Expiry Date	Date	25		
Renewal Date	Date	25		
Next Escalation Date	Date	25		
Escalation Reminder Date	Date	25	Escalation Date() – 1 month	
Lease Amount	Number	25		
Status	Text	25	Active	Display
SAMRAS Update Required	Menu	25	Yes	Display Field
Note – SAMRAS info to updated	Text	Unlimited		
Link Lease Agreement?	Menu	25	NULL	- Yes - No

4. An additional document must be attached to the Lease Agreement record on Collaborator at this stage.
5. A Relationship for the Lease Agreement can be created, where if the user selects “Yes” in the field “Link Lease Agreement” he/she is directed to the Business Process where variety of multiple records can be linked to each other for easy reference.

3.3.1.3 Performed By

The capturing of Lease Agreement will be done by the identified and designated users within the Corporate Service department within the Cape Agulhas Municipality. All users in the Property Management group will have permissions to update or renew Lease Agreements.

3.3.1.4 When to use

This task must be performed for every renewal of a Lease Agreement, entered into between the Municipality and an external party.

3.3.1.5 Prerequisites

The Lease Agreement details must be on the system and the renewal contract must be at hand before the capturing can start.

3.3.1.6 Operating Standards

All renewals of Lease Agreements must be captured on the system as soon as possible for management and tracking.

3.3.2 Confirm that the SAMRAS Unit Record is set

3.3.2.1 Objective

The main objective here is to inform the official responsible for levying on Lease Agreements, of the agreement's financial detail and for the said official to confirm what information was eventually captured on the Financial System, SAMRAS. This information will be compared daily between the 2 systems, Collaborator and SAMRAS, to ensure and manage that the correct income is derived from the Cape Agulhas Lease Agreements.

3.3.2.2 Actions Performed

The following steps must be followed in order to complete the task:

1. Access Collaborator using your network credentials. Navigate to the Work-in-Progress inbox and open the task 'Confirm the SAMRAS Unit Record is set'
2. The 'Confirm the SAMRAS Unit Record is set' screen displays. If the information provided by Property Management is insufficient/incorrect, the Finance official will not capture any information and reject the task by selecting "Update Rejected" in the SAMRAS Outcome field. A subsequent task will be sent to the requestor "Update SAMRAS Unit Record".

OR

If the information provided by Property Management is correct/correlates with the Unit Record on SAMRAS, the Finance Official will update the Unit Record on the SAMRAS and capture the following fields:

FIELD NAME	TYPE	LENGTH	DEFAULT	SET VALUES
Name	Text	150		Display
Account Number	Text	50		Display
Contact Person	Text	150		Display
Type	Menu	25		Display
Purpose	Text	150		Display
Town	Text	25		Display
Area	Text	50		Display
Suburb	Text	50		Display
Street Name	Text	50		Display
Street Number	Text	50		Display
Address	Text	250		Display
Erf Number	Text	50		Display
Portion	Text	25		Display
SG Code	Text	50		Display
Size Sqr Metres	Number	25		Display
Lease Amount	Number	25		Display

FIELD NAME	TYPE	LENGTH	DEFAULT	SET VALUES
Current Rent	Number	25		Display
Fixed Rental	Number	25		Display
Levy Frequency	Menu	25		Display
Service	Text	25		
Sub Service	Text	25		
Service Tariff	Text	25		
Number of Months between Increases	Number	25	12	Display
Remaining Number of Increases	Number	25	999	Display
Next Escalation Date	Date	25		Display
Escalation	Menu	10	NULL	Display
Escalation by Fixed Amount	Text	25		Display
Escalation by Percentage Method	Menu	25	NULL	Display
Escalation Own Percentage	Number	25		Display
Start Date	Date	25		Display
Expiry Date	Date	25		Display
Renewal Date	Date	25		Display
Start Service Period	Text	25		
End Service Period	Text	25		
Status	Text	25	Active	Display
Service Key	Text	25		
SAMRAS Outcome	Menu	25	NULL	- Update Complete - Update Rejected
SAMRAS Note	Text	Unlimited		
Note – SAMRAS info to updated	Text	Unlimited		Display

3.3.2.3 Performed By

The updating of the SAMRAS Unit Record will be done by the identified and designated users, tasked with the levying for Lease Agreements, within the department Finance at Cape Agulhas Municipality. All users in this group (Users to Update SAMRAS Unit Records), will have permissions to capture/update SAMRAS Unit Record Information against the Lease Agreement.

3.3.2.4 When to use

This task must be performed for every new Lease Agreement entered into by Cape Agulhas Municipality, as well as every time said agreement is renewed.

3.3.2.5 Prerequisites

The Lease Agreement details must be captured on the system.

3.3.2.6 Operating Standards

All Lease Agreements must be captured on Collaborator and all Unit Records for Lease Agreements accounts must be updated on SAMRAS for the financial information to be compared between the 2 systems.

3.3.3 Update the Rejected SAMRAS Unit Record

3.3.3.1 Objective

The main objective here is to inform the requestor at Property Management of the reasons for the SAMRAS Unit Record rejection, what information is required for the SAMRAS Unit Record should it have to be updated and the provide the opportunity for the Property management official to again request that the SAMRAS Unit Record be updated.

3.3.3.2 Actions Performed

The following steps must be followed in order to complete the task:

1. Access Collaborator using your network credentials. Navigate to the Work-in-Progress inbox and open the task 'Update the Rejected SAMRAS Unit Record'.
2. The 'Update the Rejected SAMRAS Unit Record' screen displays. If the feedback from the Finance department is acceptable, the Property Management user can submit the task without requesting that the SAMRAS Unit Record be updated again, by selecting "No" in the "SAMRAS Update Required" field. Any of the other information fields can be edited at this stage.
OR
3. If the Property Management opts to have the SAMRAS Unit Record updated again, the user can select "Yes" in the "SAMRAS Update Required" field and a Subsequent task "Confirm that the SAMRAS Unit Record is set" is sent to the Finance department. Any of the other information fields can be edited at this stage:

FIELD NAME	TYPE	LENGTH	DEFAULT	SET VALUES
SAMRAS Note	Text	Unlimited		Display
Name	Text	150		
Lease Agreement Number	Text	25		
Account Number	Text	50		
Contact Person	Text	150		
Type	Menu	25		
Purpose	Text	150		
Town	Data Source	25		
Area	Text	50		
Suburb	Text	50		
Street Name	Text	50		
Street Number	Text	50		
Address	Text	250		

FIELD NAME	TYPE	LENGTH	DEFAULT	SET VALUES
Erf Number	Text	50		
Portion	Text	25		
SG Code	Text	50		
Size Sqr Metres	Number	25		
Lease Amount	Number	25		
Current Rent	Number	25		
Fixed Rental	Number	25		
Levy Frequency	Menu	25		
Service	Text	25		Display
Sub Service	Text	25		Display
Service Tariff	Text	25		Display
Number of Months between Increases	Number	25	12	
Remaining Number of Increases	Number	25	999	
Next Escalation Date	Date	25		
Escalation	Menu	10	NULL	
Escalation by Fixed Amount	Text	25		
Escalation by Percentage Method	Menu	25	NULL	
Escalation Own Percentage	Number	25		
Start Date	Date	25		
Expiry Date	Date	25		
Renewal Date	Date	25		
Start Service Period	Text	25		Display
End Service Period	Text	25		Display
Status	Text	25	Active	Display
Service Key	Text	25		Display
SAMRAS Update Required	Menu	25	NULL	- Yes - No
Note – SAMRAS info to updated	Text	Unlimited		

3.3.3.3 Performed By

The updating of rejected SAMRAS Unit Records will be done by the identified and designated users within the Corporate Service department within the Cape Agulhas municipality. All users in the Property Management group will have permissions to create new Lease Agreements.

3.3.3.4 When to use

This task is performed when the Finance department rejects the information provided to them by Property Management and does not update the SAMRAS Unit Record.

3.3.3.5 Prerequisites

The Lease Agreement must be captured on the system and the task “Confirm that the SAMRAS Unit Record is set” was allocated to and rejected by the Finance Department.

3.3.3.6 Operating Standards

For all Lease Agreements the SAMRAS Unit Record information must be captured in the record on Collaborator with a unique reference Number (Service Key) for the information to be compared daily. If the incorrect information was provided to set the Unit Record, this information must be updated.

3.4 Edit Lease Agreement

3.4.1 Edit Lease Information

3.4.1.1 Objective

The main objective here is to update the information the Lease Agreement, captured incorrectly on the system, in order for it to be managed properly in the future.

3.4.1.2 Actions Performed

The following steps must be followed in order to complete the task:

1. Access Collaborator using your network credentials. Navigate to the Lease Agreements (or Property Management) workspace and locate the Lease Agreement in question.
2. Request to ‘Edit Lease Agreement’ from the on-demand task list.
3. The ‘Edit Lease Information’ screen displays and the following information must be entered:

FIELD NAME	TYPE	LENGTH	DEFAULT	SET VALUES
Name	Text	150		
Lease Agreement Number	Text	25		
Account Number	Text	50		
Contact Person	Text	150		
Type	Menu	25	NULL	- Land - Housing
Purpose	Text	150		
Town	Data Source	25		- Arniston - Struisbaai - Bredasdorp - Elim

FIELD NAME	TYPE	LENGTH	DEFAULT	SET VALUES
				- Napier
Area	Text	50		
Suburb	Text	50		
Street Name	Text	50		
Street Number	Text	50		
Address	Text	250		
Erf Number	Text	50		
Portion	Text	25		
SG Code	Text	50		
Size Sqr Metres	Number	25		
Lease Amount	Number	25		
Current Rent	Number	25		
Fixed Rental	Number	25		
Levy Frequency	Menu	25		- Monthly - Annually
Number of Months between Increases	Number	25	12	
Remaining Number of Increases	Number	25	999	
Next Escalation Date	Date	25		
Escalation Reminder Date	Date	25	Escalation Date() – 1 month	
Escalation	Menu	10	NULL	- Yes - No
Escalation by Fixed Amount	Text	25		
Escalation by Percentage Method	Menu	25	NULL	- Reserve Bank Rate - CPIX - Own
Escalation Own Percentage	Number	25		
Start Date	Date	25		
Expiry Date	Date	25		
Renewal Date	Date	25		
Status	Menu	25	Active	- Active - Expired - Cancelled
Cancel Date	Date	25		
Samras Update Required	Menu		Null	- Yes - No
Note – SAMRAS info to be updated	Text	Unlimited		

3.4.1.3 Performed By

The capturing of Lease Agreement will be done by the identified and designated users within the Corporate Service department within the Cape Agulhas municipality. All users in the Property Management group will have permissions to create new Lease Agreements.

3.4.1.4 When to use

This task must be performed for every agreement to rent out Municipal Property, entered into between the Municipality and an external party, of which the information is changed (due to error in the capturing of the information).

3.4.1.5 Prerequisites

The correct Lease Agreement details must be at hand before the capturing can start.

3.4.1.6 Operating Standards

All Lease Agreements must be captured/rectified on the system as soon as possible for management and tracking.

3.4.2 Confirm that the SAMRAS Unit Record is set

3.4.2.1 Objective

The main objective here is to inform the official responsible for levying on Lease Agreements, of the agreement's financial detail and for the said official to confirm what information was eventually captured on the Financial System, SAMRAS. This information will be compared daily between the 2 systems, Collaborator and SAMRAS, to ensure and manage that the correct income is derived from the Cape Agulhas Lease Agreements.

3.4.2.2 Actions Performed

The following steps must be followed in order to complete the task:

3. Access Collaborator using your network credentials. Navigate to the Work-in-Progress inbox and open the task 'Confirm the SAMRAS Unit Record is set'
4. The 'Confirm the SAMRAS Unit Record is set' screen displays. If the information provided by Property Management is insufficient/incorrect, the Finance official will not capture any information and reject the task by selecting "Update Rejected" in the SAMRAS Outcome field. A subsequent task will be sent to the requestor "Update SAMRAS Unit Record".

OR

If the information provided by Property Management is correct/correlates with the Unit Record on SAMRAS, the Finance Official will update the Unit Record on the SAMRAS and capture the following fields:

FIELD NAME	TYPE	LENGTH	DEFAULT	SET VALUES
Name	Text	150		Display
Lease Agreement Number	Text	25		Display

FIELD NAME	TYPE	LENGTH	DEFAULT	SET VALUES
Account Number	Text	50		Display
Contact Person	Text	150		Display
Type	Menu	25		Display
Purpose	Text	150		Display
Town	Text	25		Display
Area	Text	50		Display
Suburb	Text	50		Display
Street Name	Text	50		Display
Street Number	Text	50		Display
Address	Text	250		Display
Erf Number	Text	50		Display
Portion	Text	25		Display
SG Code	Text	50		Display
Size Sqr Metres	Number	25		Display
Lease Amount	Number	25		Display
Current Rent	Number	25		Display
Fixed Rental	Number	25		Display
Levy Frequency	Menu	25		Display
Service	Text	25		
Sub Service	Text	25		
Service Tariff	Text	25		
Number of Months between Increases	Number	25	12	Display
Remaining Number of Increases	Number	25	999	Display
Next Escalation Date	Date	25		Display
Escalation	Menu	10	NULL	Display
Escalation by Fixed Amount	Text	25		Display
Escalation by Percentage Method	Menu	25	NULL	Display
Escalation Own Percentage	Number	25		Display
Start Date	Date	25		Display
Expiry Date	Date	25		Display
Renewal Date	Date	25		Display
Start Service Period	Text	25		
End Service Period	Text	25		
Status	Text	25	Active	Display
Cancel Date	Date	25		
Service Key	Text	25		
SAMRAS Outcome	Menu	25	NULL	- Update Complete - Update Rejected
SAMRAS Note	Text	Unlimited		

FIELD NAME	TYPE	LENGTH	DEFAULT	SET VALUES
Note – SAMRAS info to updated	Text	Unlimited		Display

3.4.2.3 Performed By

The updating of the SAMRAS Unit Record will be done by the identified and designated users, tasked with the levying for Lease Agreements, within the department Finance at Cape Agulhas Municipality. All users in this group, Users to Update SAMRAS Unit Records, will have permissions to capture/update SAMRAS Unit Record Information against the Lease Agreement.

3.4.2.4 When to use

This task must be performed for every new Lease Agreement entered into by Cape Agulhas Municipality, as well as every time said agreement is updated/edited.

3.4.2.5 Prerequisites

The Lease Agreement details must be captured on the system.

3.4.2.6 Operating Standards

All Lease Agreements must be captured on Collaborator and all Unit Records for Lease Agreements accounts must be updated on SAMRAS for the financial information to be compared between the 2 systems.

3.4.3 Update the Rejected SAMRAS Unit Record

3.4.3.1 Objective

The main objective here is to inform the requestor at Property Management of the reasons for the SAMRAS Unit Record rejection, what information is required for the SAMRAS Unit Record should it have to be updated and the provide the opportunity for the Property management official to again request that the SAMRAS Unit Record be updated.

3.4.3.2 Actions Performed

The following steps must be followed in order to complete the task:

4. Access Collaborator using your network credentials. Navigate to the Work-in-Progress inbox and open the task 'Update the Rejected SAMRAS Unit Record'.
5. The 'Update the Rejected SAMRAS Unit Record' screen displays. If the feedback from the Finance department is acceptable, the Property Management user can submit the task without requesting that the SAMRAS Unit Record be updated again, by selecting "No" in the "SAMRAS Update Required" field. Any of the other information fields can be edited at this stage.
OR
6. If the Property Management opts to have the SAMRAS Unit Record updated again, the user can select "Yes" in the "SAMRAS Update Required" field and a Subsequent task

“Confirm that the SAMRAS Unit Record is set” is sent to the Finance department. Any of the other information fields can be edited at this stage:

FIELD NAME	TYPE	LENGTH	DEFAULT	SET VALUES
SAMRAS Note	Text	Unlimited		Display
Name	Text	150		
Lease Agreement Number	Text	25		
Account Number	Text	50		
Contact Person	Text	150		
Type	Menu	25		
Purpose	Text	150		
Town	Data Source	25		
Area	Text	50		
Suburb	Text	50		
Street Name	Text	50		
Street Number	Text	50		
Address	Text	250		
Erf Number	Text	50		
Portion	Text	25		
SG Code	Text	50		
Size Sqr Metres	Number	25		
Lease Amount	Number	25		
Current Rent	Number	25		
Fixed Rental	Number	25		
Levy Frequency	Menu	25		
Service	Text	25		Display
Sub Service	Text	25		Display
Service Tariff	Text	25		Display
Number of Months between Increases	Number	25	12	
Remaining Number of Increases	Number	25	999	
Next Escalation Date	Date	25		
Escalation	Menu	10	NULL	
Escalation by Fixed Amount	Text	25		
Escalation by Percentage Method	Menu	25	NULL	
Escalation Own Percentage	Number	25		
Start Date	Date	25		
Expiry Date	Date	25		
Renewal Date	Date	25		

FIELD NAME	TYPE	LENGTH	DEFAULT	SET VALUES
Start Service Period	Text	25		Display
End Service Period	Text	25		Display
Status	Text	25	Active	Display
Cancel Date	Date	25		
Service Key	Text	25		Display
SAMRAS Update Required	Menu	25	NULL	- Yes - No
Note – SAMRAS info to updated	Text	Unlimited		

3.4.3.3 Performed By

The updating of rejected SAMRAS Unit Records will be done by the identified and designated users within the Corporate Service department within the Cape Agulhas municipality. All users in the Property Management group will have permissions to create new Lease Agreements.

3.4.3.4 When to use

This task is performed when the Finance department rejects the information provided to them by Property Management and does not update the SAMRAS Unit Record.

3.4.3.5 Prerequisites

The Lease Agreement must be captured on the system and the task “Confirm that the SAMRAS Unit Record is set” was allocated to and rejected by the Finance Department.

3.4.3.6 Operating Standards

For all Lease Agreements the SAMRAS Unit Record information must be captured in the record on Collaborator with a unique reference Number (Service Key) for the information to be compared daily. If the incorrect information was provided to set the Unit Record, this information must be updated.

3.5 Lease Agreement Escalation Reminder

3.5.1 Acknowledge Lease Agreement Escalation Reminder

3.5.1.1 Objective

A task is sent to the officials at the Property Management department as a reminder that the Lease Agreement will escalate. The task is not allocated to a specific user, but to a pool of Property Management officials.

3.5.1.2 Actions Performed

1. The official at Contract Management will access Unassigned Tasks, open the task 'Acknowledge Lease Agreement Escalation reminder, displaying all the contract fields.
2. The user can now choose in the 'Update Lease Agreement' field to either:
 - a) **Update Contract** by selecting "Yes" – Redirect back to the 'Edit/Update Contract' process.
 - OR
 - b) **Dismiss** by selecting "No" – after the necessary feedback is supplied, the task will be submitted with no effect.

FIELD NAME	TYPE	LENGTH	DEFAULT	SET VALUES
Next Escalation Date	Date	25		
Escalation Reminder Date	Date	25		
Name	Text	150		Display Field
Lease Agreement Number	Text	25		Display Field
Account Number	Text	50		Display Field
Contact Person	Text	150		Display Field
Type	Menu	25		Display Field
Purpose	Text	150		Display Field
Town	Data Source	25		Display Field
Area	Text	50		Display Field
Suburb	Text	50		Display Field
Street Name	Text	50		Display Field
Street Number	Text	50		Display Field
Address	Text	250		Display Field
Erf Number	Text	50		Display Field
Portion	Text	25		Display Field
SG Code	Text	50		Display Field
Size Sqr Metres	Number	25		Display Field
Lease Amount	Number	25		Display Field
Current Rent	Number	25		Display Field
Fixed Rental	Number	25		Display Field
Levy Frequency	Menu	25		Display Field
Service	Text	25		Display Field
Sub Service	Text	25		Display Field
Service Tariff	Text	25		Display Field
Number of Months between Increases	Number	25	12	Display Field
Remaining Number of Increases	Number	25	999	Display Field
Escalation	Menu	10	NULL	Display Field

FIELD NAME	TYPE	LENGTH	DEFAULT	SET VALUES
Escalation by Fixed Amount	Text	25		Display Field
Escalation by Percentage Method	Menu	25	NULL	Display Field
Escalation Own Percentage	Number	25		Display Field
Start Date	Date	25		Display Field
Expiry Date	Date	25		Display Field
Renewal Date	Date	25		Display Field
Start Service Period	Text	25		Display Field
End Service Period	Text	25		Display Field
Status	Text	25	Active	Display Field
Cancel Date	Date	25		Display Field
Service Key	Text	25		Display Field
SAMRAS Update Required	Menu	25	NULL	Display Field
Note – SAMRAS info to updated	Text	Unlimited		Display Field
SAMRAS Note	Text	Unlimited		Display Field
Update Lease Agreement	Menu	25	NULL	- Yes - No

3. The user will also add a new Escalation date if relevant, along with a new Escalation Reminder Date; to be reminded when the Lease Agreement escalated in the next year.
4. This task will have a % Complete required, therefore, the user can keep this task in work in progress and supply necessary feedback before finalising the task.
5. It is compulsory for a document (letter to the lessee) to be uploaded during this task.

3.5.1.3. Performed By

This task is triggered by the system and assigned to a pool from where the Property Management officials process the task.

3.5.1.4 When to use

This task is set to default to one (1) month before the Escalation Date, unless the reminder date has been changed by the user.

3.5.1.5 Prerequisites

The Escalation Reminder Date must be captured against the contract.

3.5.1.6 Operating Standards

The Escalation Date must be captured correctly in order for this reminder to be useful. The Escalation Reminder Date must be adjusted for the upcoming Financial Year for the user to be reminder of the next escalation.

4. SALE OF LAND AGREEMENTS

4.1 Overview

The main objective here is to capture the agreement entered into between the Cape Agulhas Municipality and an external party for the sale of a Municipal Property, on the system in order for it to be managed and tracked in future.

4.2 New Sale of Land Agreement

4.2.1 Capture Sale of Land Agreement Details

4.2.1.1 Objective

The main objective here is to capture the Sale of Land Agreement on the system in order for it to be managed and tracked in future.

4.2.1.2 Actions Performed

The following steps must be followed in order to complete the task:

1. Access Collaborator using your network credentials. Navigate to the Sale of Land (or Property Management) workspace and request to 'New Sale of Land Agreement'.
2. The 'Capture Agreement Details' screen displays and the following information must be entered:

FIELD NAME	TYPE	LENGTH	DEFAULT	SET VALUES
To	Text	150		
Contact Person	Text	50		
Area Code	Text	25		
Address	Text	250		
Town	Data Source	25		- Arniston - Struisbaai - Bredasdorp - Elim - Napier
Area	Text	50		
Suburb	Text	50		
Street Name	Text	50		
Street Number	Text	25		
Erf Number	Text	50		
Amount	Number	25		
Value	Number	25		
Size Sqr Metres	Number	25		
Extent	Text	250		

FIELD NAME	TYPE	LENGTH	DEFAULT	SET VALUES
Agreement Date	Date	25		
Effective Date	Date	25		
Occupation Date	Date	25		
Occupation Date Comment	Text	250		
Account Number	Number	50		
Agreement Number	Number	50		
Reversionary Clause	Tickbox	10		
Purpose	Text	100		
Note	Text	250		

4.2.1.3 Performed By

The capturing of Sale of Land Agreement will be done by the identified and designated users within the Corporate Service department within the Cape Agulhas Municipality. All users in the Property Management group will have permissions to create new Sale of Land Agreements.

4.2.1.4 When to use

This task must be performed for every agreement created entered into between Cape Agulhas Municipality and an external party, for the sale of a Municipal Property.

4.2.1.5 Prerequisites

The Sale of Land Agreement details must be at hand before the capturing can start.

4.2.1.6 Operating Standards

All Sale of Land Agreements must be captured on the system as soon as possible for management and tracking.

4.2.2 Upload Sale of Land Agreement/Tender Document

4.2.2.1 Objective

A task is allocated to the Property Management Official registering the Sale of Land Agreement, to upload the agreement/Tender Document.

4.2.2.2 Actions Performed

1. The Property Management Official will receive a task to upload the Sale of Land Agreement/Tender Document, displaying the following fields:

FIELD NAME	TYPE	LENGTH	DEFAULT VALUE	SET VALUES
To	Text	150		Display Field
Contact Person	Text	50		Display Field
Address	Text	250		Display Field

FIELD NAME	TYPE	LENGTH	DEFAULT VALUE	SET VALUES
Town	Data Source	25		Display Field
Street Name	Text	50		Display Field
Street Number	Text	25		Display Field
Erf Number	Text	50		Display Field
Amount	Number	25		Display Field
Value	Number	25		Display Field

2. This task will have a % Complete required, therefore, the user can keep this task in work in progress and supply necessary feedback before finalising the task.
3. The upload of a document is mandatory at this stage.

4.2.2.3 Performed By

This task is triggered by the system and assigned to the Property Management Official registering the Sale of Land Agreement.

4.2.2.4 When to use

This task is triggered after the Property Management Official registers the Sale of Land Agreement.

4.2.2.5 Prerequisites

The Sale of Land Agreement must be captured on the system.

4.2.2.6 Operating Standards

The user must have the Sale of Land Agreement in digital format, at hand.

4.2.3 Upload Minutes of Adjudication Committee

4.2.3.1 Objective

A task is allocated to the Property Management Official registering the Sale of Land Agreement, to upload the Minutes of the Adjudication Committee.

4.2.3.2 Actions Performed

1. The Property Management Official will receive a task to upload the Minutes of the Adjudication Committee, displaying the following fields:

FIELD NAME	TYPE	LENGTH	DEFAULT VALUE	SET VALUES
To	Text	150		Display Field
Contact Person	Text	50		Display Field
Address	Text	250		Display Field
Town	Data Source	25		Display Field Display Field

FIELD NAME	TYPE	LENGTH	DEFAULT VALUE	SET VALUES
Street Name	Text	50		Display Field
Street Number	Text	25		Display Field
Erf Number	Text	50		Display Field
Amount	Number	25		Display Field
Value	Number	25		Display Field

2. This task will have a % Complete required, therefore, the user can keep this task in work in progress and supply necessary feedback before finalising the task.
3. The upload of a document is mandatory at this stage.

4.2.3.3 Performed By

This task is triggered by the system and assigned to the Property Management Official registering the Sale of Land Agreement.

4.2.3.4 When to use

This task is triggered after the Property Management Official registers the Sale of Land Agreement, and the agreement/Tender Document is uploaded.

4.2.3.5 Prerequisites

The Sale of Land Agreement must be captured on the system.

4.2.3.6 Operating Standards

The user must have the Minutes of the Adjudication Meeting in digital format, at hand.

4.2.4 Upload Council Resolution Authorising the Sale of Land

4.2.4.1 Objective

A task is allocated to the Property Management Official registering the Sale of Land Agreement, to upload the Council Resolution authorising the Sale of Land.

4.2.4.2 Actions Performed

1. The Property Management Official will receive a task to upload the Council Resolution, displaying the following fields:

FIELD NAME	TYPE	LENGTH	DEFAULT VALUE	SET VALUES
To	Text	150		Display Field
Contact Person	Text	50		Display Field
Address	Text	250		Display Field
Town	Data Source	25		Display Field
Street Name	Text	50		Display Field
Street Number	Text	25		Display Field

FIELD NAME	TYPE	LENGTH	DEFAULT VALUE	SET VALUES
Erf Number	Text	50		Display Field
Amount	Number	25		Display Field
Value	Number	25		Display Field

2. This task will have a % Complete required, therefore, the user can keep this task in work in progress and supply necessary feedback before finalising the task.
3. The upload of a document is mandatory at this stage.

4.2.4.3 Performed By

This task is triggered by the system and assigned to the Property Management Official registering the Sale of Land Agreement.

4.2.4.4 When to use

This task is triggered after the Property Management Official registers the Sale of Land Agreement, and the agreement/Tender Document, as well as the Adjudication Committee Meeting Minutes, are uploaded.

4.2.4.5 Prerequisites

The Sale of Land Agreement must be captured on the system.

4.2.4.6 Operating Standards

The user must have the Council Resolution in digital format, at hand.

4.3 Edit Sale of Land Agreement

4.3.1 Edit Sale of Land Agreement Details

4.3.1.1 Objective

The main objective here is to capture the Sale of Land Agreement on the system in order for it to be managed and tracked in future.

4.3.1.2 Actions Performed

The following steps must be followed in order to complete the task:

1. Access Collaborator using your network credentials. Navigate to the Sale of Land (or Property Management) workspace and locate the Sale of Land Agreement in question.
2. Request to 'Edit Sale of Land Agreement' from the on-demand task list.
3. The 'Capture Agreement Details' screen displays and the following information must be entered:

FIELD NAME	TYPE	LENGTH	DEFAULT	SET VALUES
To	Text	150		
Contact Person	Text	50		
Area Code	Text	25		
Address	Text	250		
Town	Data Source	25		- Arniston - Struisbaai - Bredasdorp - Elim - Napier
Area	Text	50		
Suburb	Text	50		
Street Name	Text	50		
Street Number	Text	25		
Erf Number	Text	50		
Amount	Number	25		
Size Sqr Metres	Number	25		
Extent	Text	250		
Agreement Date	Date	25		
Effective Date	Date	25		
Occupation Date	Date	25		
Account Number	Number	50		
Agreement Number	Number	50		
Reversionary Clause	Tickbox	10		
Purpose	Text	100		
Note	Text	250		
Status	Menu	25	Active	- Active - Expired - Cancelled

4. A document can be attached to the Sale of Land Agreement record on Collaborator at this stage.

4.3.1.3 Performed By

The capturing and updating of Sale of Land Agreement will be done by the identified and designated users within the Corporate Service department within the Cape Agulhas Municipality. All users in the Property Management group will have permissions to create new Sale of Land Agreements.

4.3.1.4 When to use

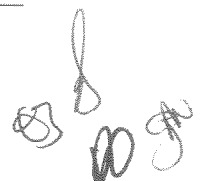
This task must be performed every time the conditions of information of a Sale of Land Agreement of Cape Agulhas Municipality changes and needs to be updated on the system as soon as possible.

4.3.1.5 Prerequisites

The Sale of Land Agreement must be captured on the system and the new details must be at hand.

4.3.1.6 Operating Standards

Updates to Sale of Land Agreements must be done on the system as soon as possible for management and tracking.



5. DEVELOPER AGREEMENTS

5.1 Overview

The main objective here is to capture the agreement entered into between the Cape Agulhas Municipality and an external party for the development of a Municipal Property, on the system in order for it to be managed and tracked in future.

5.2 New Developer Agreement

5.2.1 Capture Developer Agreement Details

5.2.1.1 Objective

The main objective here is to capture the Developer Agreement on the system in order for it to be managed and tracked in future.

5.2.1.2 Actions Performed

The following steps must be followed in order to complete the task:

1. Access Collaborator using your network credentials. Navigate to the Developments (or Property Management) workspace and request to 'New Developer Agreement'.
2. The 'Capture Developer Agreement Details' screen displays and the following information must be entered:

FIELD NAME	TYPE	LENGTH	DEFAULT	SET VALUES
Name	Text	150		
Developer	Text	250		
Town	Data Source	25		- Arniston - Struisbaai - Bredasdorp - Elim - Napier
Suburb	Text	50		
Street Name	Text	50		
Street Number	Text	25		
Area Code	Text	25		
Erf Number	Text	50		
Portion	Text	50		
Bulk Contribution	Number	25		
Signature Date	Date	25		
Note	Text	250		

3. A document must be attached to the Developer Agreement record on Collaborator at this stage.

5.2.1.3 Performed By

The capturing of Developer Agreements will be done by the identified and designated users within the Corporate Service department within the Cape Agulhas Municipality. All users in the Property Management group will have permissions to create new Sale of Land Agreements.

5.2.1.4 When to use

This task must be performed for every agreement created entered into between Cape Agulhas Municipality and an external party, for the development of a Municipal Property.

5.2.1.5 Prerequisites

The Developer Agreement details must be at hand before the capturing can start.

5.2.1.6 Operating Standards

All Developer Agreements must be captured on the system as soon as possible for management and tracking.

5.3 Edit Developer Agreement

5.3.1 Edit the Developer Agreement Details

5.3.1.1 Objective

The main objective here is to capture the Developer Agreement on the system in order for it to be managed and tracked in future.

5.3.1.2 Actions Performed

The following steps must be followed in order to complete the task:

1. Access Collaborator using your network credentials. Navigate to the Developments (or Property Management) workspace and locate the Developer Agreement in question.
2. Request to 'Edit Developer Agreement' from the on-demand task list.
3. The 'Edit the Developer Agreement Details' screen displays and the following information must be entered:

FIELD NAME	TYPE	LENGTH	DEFAULT	SET VALUES
Name	Text	150		
Developer	Text	250		
Town	Data Source	25		- Arniston - Struisbaai - Bredasdorp - Elim - Napier
Suburb	Text	50		
Street Name	Text	50		

FIELD NAME	TYPE	LENGTH	DEFAULT	SET VALUES
Street Number	Text	25		
Area Code	Text	25		
Erf Number	Text	50		
Portion	Text	50		
Bulk Contribution	Number	25		
Signature Date	Date	25		
Note	Text	250		

- A document can be attached to the Sale of Land Agreement record on Collaborator at this stage.

5.3.1.3 Performed By

The capturing and updating of Sale of Land Agreement will be done by the identified and designated users within the Corporate Service department within the Cape Agulhas Municipality. All users in the Property Management group will have permissions to create new Sale of Land Agreements.

5.3.1.4 When to use

This task must be performed every time the conditions of information of a Sale of Land Agreement of Cape Agulhas Municipality changes and needs to be updated on the system as soon as possible.

5.3.1.5 Prerequisites

The Sale of Land Agreement must be captured on the system and the new details must be at hand.

5.3.1.6 Operating Standards

Updates to Sale of Land Agreements must be done on the system as soon as possible for management and tracking.

6. ACQUISITION OF LAND AGREEMENTS

6.1 Overview

The main objective here is to capture the agreement entered into between the Cape Agulhas Municipality and an external party for the acquisition of a new Municipal Property, on the system in order for it to be managed and tracked in future.

6.2 Acquisition of Land Agreement

6.2.1 Register Acquisition of Land Agreement

6.2.1.1 Objective

The main objective here is to capture the Acquisition of Land Agreement on the system in order for it to be managed and tracked in future.

6.2.1.2 Actions Performed

The following steps must be followed in order to complete the task:

1. Access Collaborator using your network credentials. Navigate to the Acquisition of Land (or Property Management) workspace and request to 'Acquisition of Land Agreement'.
2. The 'Register Acquisition of Land' screen displays and the following information must be entered:

FIELD NAME	TYPE	LENGTH	DEFAULT	SET VALUES
Name	Text	150		
Transferor	Text	250		
Contact Person	Text	50		
Area Code	Text	25		
Address	Text	100		
Town	Data Source	25		- Arniston - Struisbaai - Bredasdorp - Elim - Napier
Suburb	Text	50		
Street Name	Text	50		
Street Number	Text	25		
Erf Number	Text	50		
Purchase Amount	Number	25		
Value	Number	25		
Size Sq Metres	Number	25		
Agreement Date	Date	25		
Effective Date	Date	25		

FIELD NAME	TYPE	LENGTH	DEFAULT	SET VALUES
Occupation Date	Date	25		
Agreement Number	Text	50		
Purpose	Text	250		
Note	Text	250		
Status	Menu	25	In Progress	- In Progress - Transferred. (Display field)

- A document must be attached to the Acquisition of Land Agreement record on Collaborator at this stage.

6.2.1.3 Performed By

The capturing of Sale of Land Agreements will be done by the identified and designated users within the Corporate Service department within the Cape Agulhas Municipality. All users in the Property Management group will have permissions to create new Acquisition of Land Agreements.

6.2.1.4 When to use

This task must be performed for every agreement entered into between Cape Agulhas Municipality and an external party, for the acquisition of a new Municipal Property.

6.2.1.5 Prerequisites

The Acquisition of Land Agreement details must be at hand before the capturing can start.

6.2.1.6 Operating Standards

All Developer Agreements must be captured on the system as soon as possible for management and tracking.

6.3 Register Transfer of Acquisition of Land Agreement

6.3.1 Register Transfer Acquisition of Land Agreement

6.3.1.1 Objective

The main objective here is to update the Acquisition of Land Agreement on the system once the property has been successfully transferred to Cape Agulhas Municipality.

6.3.1.2 Actions Performed

The following steps must be followed in order to complete the task:

- Access Collaborator using your network credentials. Navigate to the Acquisition of Land (or Property Management) workspace and locate the 'Acquisition of Land Agreement' in question.
- Request to 'Register Transfer' from the on-demand task list.

3. The 'Register Transfer of Acquisition of Land' screen displays and the following information must be entered:

FIELD NAME	TYPE	LENGTH	DEFAULT	SET VALUES
Name	Text	150		Display
Transferor	Text	250		Display
Contact Person	Text	50		Display
Area Code	Text	25		Display
Address	Text	100		Display
Town	Data Source	25		Display
Suburb	Text	50		Display
Street Name	Text	50		Display
Street Number	Text	25		Display
Erf Number	Text	50		Display
Purchase Amount	Number	25		Display
Value	Number	25		Display
Size Sq Metres	Number	25		Display
Agreement Date	Date	25		Display
Effective Date	Date	25		Display
Occupation Date	Date	25		Display
Agreement Number	Text	50		Display
Purpose	Text	250		Display
Note	Text	250		Display
Status	Menu	25	Transferred	- In Progress - Transferred.
Date of Registration	Date	25		
Deed Number	Text	50		

4. A document must be attached to the Acquisition of Land Agreement record on Collaborator at this stage.

6.3.1.3 Performed By

The updating of Acquisition of Land Agreements will be done by the identified and designated users within the Corporate Service department within the Cape Agulhas Municipality. All users in the Property Management group will have permissions to create new Acquisition of Land Agreements.

6.3.1.4 When to use

This task must be performed once the New Cape Agulhas Municipal Property is registered at the Deeds Office.

6.3.1.5 Prerequisites

The Acquisition of Land Agreement details must be captured on the system before Deed Registration can be captured.

6.3.1.6 Operating Standards

All Developer Agreements must be captured on the system as soon as possible for management and tracking.

6.4 Edit Developer Agreement

6.4.1 Edit the Developer Agreement Details

6.4.1.1 Objective

The main objective here is to capture the Developer Agreement on the system in order for it to be managed and tracked in future.

6.4.1.2 Actions Performed

The following steps must be followed in order to complete the task:

1. Access Collaborator using your network credentials. Navigate to the Acquisition of Land (or Property Management) workspace and locate the Acquisition of Land Agreement in question.
2. Request to 'Edit Acquisition of Land Agreement' from the on-demand task list.
3. The 'Edit the Acquisition of Land Agreement Details' screen displays and the following information must be entered:

FIELD NAME	TYPE	LENGTH	DEFAULT	SET VALUES
Name	Text	150		
Transferor	Text	250		
Contact Person	Text	50		
Area Code	Text	25		
Address	Text	100		
Town	Data Source	25		- Arniston - Struisbaai - Bredasdorp - Elim - Napier
Suburb	Text	50		
Street Name	Text	50		
Street Number	Text	25		
Erf Number	Text	50		
Purchase Amount	Number	25		
Value	Number	25		
Size Sq Metres	Number	25		
Agreement Date	Date	25		
Effective Date	Date	25		
Occupation Date	Date	25		
Agreement Number	Text	50		

FIELD NAME	TYPE	LENGTH	DEFAULT	SET VALUES
Purpose	Text	250		
Note	Text	250		
Status	Menu	25	In Progress	- In Progress - Transferred.
Date of Registration	Date	25		
Deed Number	Text	50		

4. A document can be attached to the Sale of Land Agreement record on Collaborator at this stage.

6.4.1.3 Performed By

The capturing and updating of Acquisition of Land Agreement will be done by the identified and designated users within the Corporate Service department within the Cape Agulhas Municipality. All users in the Property Management group will have permissions to create new Sale of Land Agreements.

6.4.1.4 When to use

This task must be performed every time the conditions of information of an Acquisition of Land Agreement of Cape Agulhas Municipality changes and needs to be updated on the system as soon as possible.

6.4.1.5 Prerequisites

The Acquisition of Land Agreement must be captured on the system and the new details must be at hand.

6.4.1.6 Operating Standards

Updates to Acquisition of Land Agreements must be done on the system as soon as possible for management and tracking.

7. MISCELLANEOUS AGREEMENTS

7.1 Overview

The main objective here is to capture all Miscellaneous Agreement entered into between the Cape Agulhas Municipality and an external, on the system in order for it to be managed and tracked in future.

7.2 New Miscellaneous Agreement

7.2.1 Capture the Miscellaneous Agreement Details

7.2.1.1 Objective

The main objective here is to capture the Miscellaneous Agreement on the system in order for it to be managed and tracked in future.

7.2.1.2 Actions Performed

The following steps must be followed in order to complete the task:

1. Access Collaborator using your network credentials. Navigate to the Miscellaneous Agreements (or Property Management) workspace and request to 'New Miscellaneous Agreement'.
2. The 'Capture the Miscellaneous Agreement Details' screen displays and the following information must be entered:

FIELD NAME	TYPE	LENGTH	DEFAULT	SET VALUES
Name	Text	150		
Contact Person	Text	150		
Agreement Number	Text	50		
Address	Text	250		
Town	Data Source	25		- Arniston - Struisbaai - Bredasdorp - Elim - Napier
Area	Text	50		
Suburb	Text	50		
Street Name	Text	50		
Street Number	Text	25		
Erf Number	Text	50		
Start Date	Date	25		
Expire Date	Date	25		
Renewal Date	Date	25		

FIELD NAME	TYPE	LENGTH	DEFAULT	SET VALUES
Cancel Date	Date	25		
Comment	Text	250		
Status	Menu	25	Active	- Active - Cancel

3. A document must be attached to the Miscellaneous Agreement record on Collaborator at this stage.

7.2.1.3 Performed By

The capturing of Miscellaneous Agreements will be done by the identified and designated users within the Corporate Service department within the Cape Agulhas Municipality. All users in the Property Management group will have permissions to create new Sale of Land Agreements.

7.2.1.4 When to use

This task must be performed for every Miscellaneous Agreement created entered into between Cape Agulhas Municipality and an external party.

7.2.1.5 Prerequisites

The Miscellaneous Agreement details must be at hand before the capturing can start.

7.2.1.6 Operating Standards

All miscellaneous Agreements must be captured on the system as soon as possible for management and tracking.

7.3 Edit Miscellaneous Agreement

7.3.1 Edit the Miscellaneous Agreement Details

7.3.1.1 Objective

The main objective here is to update the Miscellaneous Agreement details on the system in order for it to be managed and tracked in future.

7.3.1.2 Actions Performed

The following steps must be followed in order to complete the task:

1. Access Collaborator using your network credentials. Navigate to the Miscellaneous Agreements (or Property Management) workspace and locate the Miscellaneous Agreement in question.
2. Request to 'Edit Miscellaneous Agreement' from the on-demand task list.
3. The 'Edit the Miscellaneous Agreement Details' screen displays and the following information must be entered:

FIELD NAME	TYPE	LENGTH	DEFAULT	SET VALUES
Name	Text	150		
Contact Person	Text	150		
Agreement Number	Text	50		
Address	Text	250		
Town	Data Source	25		- Arniston - Struisbaai - Bredasdorp - Elim - Napier
Area	Text	50		
Suburb	Text	50		
Street Name	Text	50		
Street Number	Text	25		
Erf Number	Text	50		
Start Date	Date	25		
Expire Date	Date	25		
Renewal Date	Date	25		
Cancel Date	Date	25		
Comment	Text	250		
Status	Menu	25		- Active - Cancel

4. A document can be attached to the Sale of Land Agreement record on Collaborator at this stage.

7.3.1.3 Performed By

The capturing and updating of Miscellaneous Agreements will be done by the identified and designated users within the Corporate Service departement within the Cape Agulhas Municipality. All users in the Property Management group will have permissions to create new Sale of Land Agreements.

7.3.1.4 When to use

This task must be performed every time the conditions or information of a Miscellaneous Agreement of Cape Agulhas Municipality changes and needs to be updated on the system as soon as possible.

7.3.1.5 Prerequisites

The Miscellaneous Agreement must be captured on the system and the new details must be at hand.

7.3.1.6 Operating Standards

Updates to Miscellaneous Agreements must be done on the system as soon as possible for management and tracking.

8. ENCROACHMENTS

8.1 Overview

The main objective here is to capture all Encroachment where the Cape Agulhas Municipality is involved, on the system in order for it to be managed and tracked in future.

8.2 New Encroachment

8.2.1 Capture the Encroachment Details

8.2.1.1 Objective

The main objective here is to capture the Encroachment on the system in order for it to be managed and tracked in future.

8.2.1.2 Actions Performed

The following steps must be followed in order to complete the task:

1. Access Collaborator using your network credentials. Navigate to the Encroachments (or Property Management) workspace and request to 'New Encroachment'.
2. The 'Capture the Encroachment Details' screen displays and the following information must be entered:

FIELD NAME	TYPE	LENGTH	DEFAULT	SET VALUES
Agreement Number	Text	50		
Erf No	Text	50		
Name	Text	150		
Purpose	Text	250		
Address	Text	250		
Area Code	Text	50		
Town	Data Source	25		- Arniston - Struisbaai - Bredasdorp - Elim - Napier
Suburb	Text	50		
Street Name	Text	50		
Street Number	Text	25		
Account Number	Text	50		
Category	Text	100		
Start Date	Date	25		
Expire Date	Date	25		
Lease Amount	Number	50		Optional Field
Levy Category	Text	150		

FIELD NAME	TYPE	LENGTH	DEFAULT	SET VALUES
Plaque	Text	250		
Status	Menu	25		- Active - Cancel

- A document must be attached to the Miscellaneous Agreement record on Collaborator at this stage.

8.2.1.3 Performed By

The capturing of Encroachments will be done by the identified and designated users within the Corporate Service department within the Cape Agulhas Municipality. All users in the Property Management group will have permissions to create new Sale of Land Agreements.

8.2.1.4 When to use

This task must be performed for every Encroachment entered into between Cape Agulhas Municipality and an external party.

8.2.1.5 Prerequisites

The Encroachment details must be at hand before the capturing can start.

8.2.1.6 Operating Standards

All Encroachment must be captured on the system as soon as possible for management and tracking.

8.3 Edit Encroachment

8.3.1 Edit the Encroachment Details

8.3.1.1 Objective

The main objective here is to update the Encroachment details on the system in order for it to be managed and tracked in future.

8.3.1.2 Actions Performed

The following steps must be followed in order to complete the task:

- Access Collaborator using your network credentials. Navigate to the Encroachments (or Property Management) workspace and locate the Encroachment in question.
- Request to 'Edit Encroachment' from the on-demand task list.
- The 'Edit the Encroachment Details' screen displays and the following information must be entered:

FIELD NAME	TYPE	LENGTH	DEFAULT	SET VALUES
Agreement Number	Text	50		
Erf No	Text	50		

FIELD NAME	TYPE	LENGTH	DEFAULT	SET VALUES
Name	Text	150		
Purpose	Text	250		
Address	Text	250		
Area Code	Text	50		
Town	Data Source	25		- Arniston - Struisbaai - Bredasdorp - Elim - Napier
Suburb	Text	50		
Street Name	Text	50		
Street Number	Text	25		
Account Number	Text	50		
Category	Text	100		
Start Date	Date	25		
Expire Date	Date	25		
Lease Amount	Number	50		
Levy Category	Text	150		
Plaque	Text	250		
Status	Menu	25		- Active - Cancel

4. A document can be attached to the Sale of Land Agreement record on Collaborator at this stage.

8.3.1.3 Performed By

The capturing and updating of Encroachments will be done by the identified and designated users within the Corporate Service department within the Cape Agulhas Municipality. All users in the Property Management group will have permissions to create new Sale of Land Agreements.

8.3.1.4 When to use

This task must be performed every time the conditions or information of an Encroachment of Cape Agulhas Municipality changes and needs to be updated on the system as soon as possible.

8.3.1.5 Prerequisites

The Encroachments must be captured on the system and the new details must be at hand.

8.3.1.6 Operating Standards

Updates to Encroachment must be done on the system as soon as possible for management and tracking.

9. SCHEDULED ACTIONS

9.1 Overview

The main objective here is to register actions that need to be taken in order to manage the Property Management Agreement successfully, against the Agreement. When the action is due to be completed, a task that can be allocated to the responsible user, is triggered on the system.

9.2 New Scheduled Action (... Agreement)

The objective is to capture the Scheduled Action in the system to ensure that, when the date arises, the Scheduled action will be triggered and available on the system for allocation and completion.

9.2.1 Capture the Action Details

9.2.1.1 Objective

A Scheduled action is used to register any action/reminder linked to a contract. This process will be used to schedule Site Visits, Progress Reports, etc.

6.2.1.2 Actions Performed

The following steps must be followed in order to complete the task:

1. Access Collaborator and login using the network credentials.
2. Navigate to the Property Management workspace and request New Scheduled Action.
OR allocate the Agreement in question.
3. Request to 'Register Scheduled Action' against the selected contract.
4. The 'Capture Scheduled Action' task opens, complete the following details:

FIELD NAME	TYPE	LENGTH	DEFAULT	SET VALUES
Name	Name	150		
Instruction	Text	Unlimited		
Next Follow-Up Date	Date	25		
Paragraph Number	Text	250		
Distribution Instruction	Text	250		
Responsible Department	Text	100		

5. Submit.

6.2.1.3 Performed By

This task is performed by the identified and designated users within the Corporate Service departement within the Cape Agulhas Municipality. All users in the Property Management group will have permissions to create new property Management Agreements.

6.2.1.4 When to use

This task is performed whenever a ‘Scheduled Action’ is registered against a contract. Scheduled Actions should be registered whenever a new Property Management contract is registered on the system or at any time during the life-cycle of said agreement. This enables the tracking and management of actions that has to be taken as agreed by the Cape Agulhas Municipality and the external party.

6.2.1.5 Prerequisites

The contract must be indexed on the system before a scheduled action can be registered against it.

6.2.1.6 Operating Standards

Scheduled Actions should be created for Contract Expiries and other future events related to contracts or projects like Site Visits and Retention Due Dates.

9.2.2 Confirm Scheduled Action Details

9.2.1.1 Objective

A Scheduled Record is created with a trigger for completion on a later date, as selected by the creator. The goal is to acknowledge the new Scheduled Action record and to verify that the information captured against the new record is correct.

9.2.1.2 Actions Performed

The following steps must be followed in order to complete the task:

1. In the process of capturing a new Scheduled Action against a Property Management Agreement, the new record is created and subsequently the task “Confirm Scheduled Action Details” is automatically allocated to the official who initially registered the Scheduled Action.
2. The ‘Confirm Scheduled Action Details’ task opens, complete the following details:

FIELD NAME	TYPE	LENGTH	DEFAULT	SET VALUES
Contract Type	Menu	50		- Lease Agreement - Encroachment - Sale of Land Agreement - Acquisition of Land Agreement - Miscellaneous Agreement - Developer Agreement
Agreement Reference	Data Source	50	Collab ref. of Property Agreement against which Scheduled	

FIELD NAME	TYPE	LENGTH	DEFAULT	SET VALUES
			Action was initiated	
Agreement No	Text	50		Display
Responsible Department	Text	150	Default from previous task	
Instruction	Text	250	Default from previous task	
Next Follow-Up Date	Date	25		
Paragraph Number	Text	250		
Distribution Instruction	Text	250		

3. Submit.

9.2.1.3 Performed By

This task is performed by the identified and designated users within the Corporate Service department within the Cape Agulhas Municipality. All users in the Property Management group will have permissions to create new Scheduled Action against Property Management Agreements.

9.2.1.4 When to use

This task is performed whenever a 'Scheduled Action' is registered against a contract.

9.2.1.5 Prerequisites

The contract must be indexed on the system before a scheduled action can be registered against it.

9.2.1.6 Operating Standards

Scheduled Actions should be created for Contract Expiries and other future events related to contracts or projects like Site Visits and Retention Due Dates.

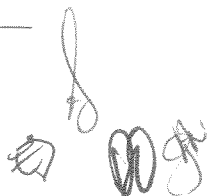
9.3 Process Agreement Scheduled Action

The goal is to distribute the Scheduled Action, once triggered on the required date, to the responsible official for completion; thus managing the actions that needs to be taken with regard to a Property Management agreement successfully, but also complying with the agreed terms and actions of said contract.

9.3.1 Allocate Action

9.3.1.1 Objective

Once the 'Next Follow-Up Date' as captured against the Scheduled Action arises, the scheduled task will be sent to the specified pool of users to allocate to the responsible department for completion.



9.3.1.2 Actions Performed

The following steps must be followed in order to complete the task:

1. Access Collaborator using your network credentials. Navigate to the Unassigned Tasks inbox and open the task 'Allocate Action'
2. The 'Confirm the SAMRAS Unit Record is set' screen displays. Read the related information and allocate to the responsible official according to the Distribution Instruction. The following fields are displayed:

FIELD NAME	TYPE	LENGTH	DEFAULT	SET VALUES
Instruction	Text	250	Default from previous task	Display
Agreement Reference	Data Source	50	Default from previous task	Display
Agreement No	Text	50	Default from previous task	Display
Agreement Name	Text	50	Default from previous task	Display
Contract Type	Menu	50	Default from previous task	Display
Paragraph Number	Text	250	Default from previous task	Display
Next Follow-Up Date	Date	25	Default from previous task	Display
Responsible Department	Text	150	Default from previous task	Display
Distribution Instruction	Text	250	Default from previous task	Display

3. Submit the task.

9.3.1.3 Performed By

This task is performed by the identified and designated users within the Corporate Service departement within the Cape Agulhas Municipality. All users in the Property Management group will have permissions to create new Scheduled Action against Property Management Agreements.

9.3.1.4 When to use

This task is performed when triggered on the date specified as the 'Next Follow-Up Date'.

9.3.1.5 Prerequisites

A scheduled action was registered and the date turned true.

9.3.1.6 Operating Standards

No specific person responsible for completing the action is determined beforehand; only the responsible department. The task is allocated to a pool once triggered, from where the Property Management officials will process the action and identify the responsible user, and allocate the action to that user for completion.

9.3.2 Provide Feedback on the Scheduled Contract Action

9.3.2.1 Objective

The Scheduled Contract Action is distributed to the responsible official for completion. This serves both as a Management Tool to ensure that action pertaining to the Property Management Agreement is successfully allocated to the responsible Officials, but also as an Audit Trail to track and manage what the officials’ feedback was on the Scheduled Contract Actions.

9.3.2.2 Actions Performed

The following steps must be followed in order to complete the task:

1. Access Collaborator using your network credentials. Navigate to the Work-In-Progress inbox and open the task ‘Provide Feedback on the Scheduled Contract Action’.
2. The ‘Provide Feedback on the Scheduled Contract Action’ screen displays. Read the related information and instruction and provide the necessary feedback as to how the Scheduled Contract Action was completed. The following fields are displayed:

FIELD NAME	TYPE	LENGTH	DEFAULT	SET VALUES
Agreement Reference	Data Source	50	Default from Scheduled Action	Display
Agreement Number	Text	50	Default from Scheduled Action	Display
Agreement Name	Text	50	Default from Scheduled Action	Display
Contract Type	Menu	50	Default from Scheduled Action	Display
Paragraph Number	Text	250	Default from Scheduled Action	Display
Responsible Department	Text	150	Default from Scheduled Action	Display

FIELD NAME	TYPE	LENGTH	DEFAULT	SET VALUES
Distribution Instruction	Text	250	Default from Scheduled Action	Display
Instruction	Text	250	Default from Scheduled Action	Display
Feedback Comments	Text	250		

3. Submit the task.

9.3.2.3 Performed By

This task is performed by the responsible official as identified by the and designated users within the Corporate Service department allocating the Scheduled Action to various departments for completion.

9.3.2.4 When to use

This task is performed when triggered on the date specified as the 'Next Follow-Up Date' and subsequently allocated to the responsible department by the Property Management officials.

9.3.2.5 Prerequisites

A scheduled action was registered and the date turned true and the Scheduled Contract Action was triggered and distributed to the Responsible Department.

9.3.2.6 Operating Standards

The official identified by the Property Management personnel, captures the information on how the Scheduled Contract Action was completed. A notification task is sent to the Property Management official who allocated the Scheduled Action, once completed.

9.3.3 Review Feedback on the Scheduled Action

9.3.3.1 Objective

The goal is to notify the Property Management department when a Scheduled Contract Action is completed and to inform as to what action was taken to complete the task.

9.3.3.2 Actions Performed

The following steps must be followed in order to complete the task:

1. Access Collaborator using your network credentials. Navigate to the Work-In-Progress inbox and open the task 'Review Feedback on the Scheduled Action'.
2. The 'Provide Feedback on the Scheduled Contract Action' screen displays. Read the related feedback comments as to how the Scheduled Contract Action was completed,



and set new follow-up date if so required or close the Scheduled Action. The following fields are displayed:

FIELD NAME	TYPE	LENGTH	DEFAULT	SET VALUES
Agreement Reference	Data Source	50	Default from Scheduled Action	Display
Agreement Number	Text	50	Default from Scheduled Action	Display
Agreement Name	Text	50	Default from Scheduled Action	Display
Contract Type	Menu	50	Default from Scheduled Action	Display
Paragraph Number	Text	250	Default from Scheduled Action	Display
Responsible Department	Text	150	Default from Scheduled Action	Display
Distribution Instruction	Text	250	Default from Scheduled Action	Display
Instruction	Text	250	Default from Scheduled Action	Display
Feedback Comments	Text	250		
Last Feedback Date	Date	25		
Last Feedback by	Text		userID()	
Status	Menu	25		- Active - Not Active
Next Follow-Up Date	Date	25		

3. Submit the task.

9.3.3.3 Performed By

This task is performed by the property Management official who initially processed and allocated the Scheduled Action.

9.3.3.4 When to use

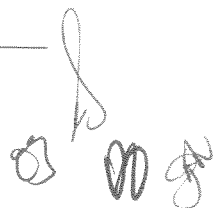
This task is performed once the identified official provided feedback on the Scheduled Action.

9.3.3.5 Prerequisites

A scheduled action was registered, the date turned true and the Scheduled Contract Action was triggered and distributed to the Responsible Department, and said department completed the Scheduled Action by providing feedback on how the action was completed.

9.3.3.6 Operating Standards

The Property Management official reviews the feedback received from the department responsible for the completion of the Scheduled Action and decides to either close the complete the Scheduled Action by making its status 'Not Active' (process will stop), or decides to re-distribute the Scheduled Action at a later stage by keeping the status active and selecting a new Follow-Up Date. The Scheduled Action process will then be repeated.

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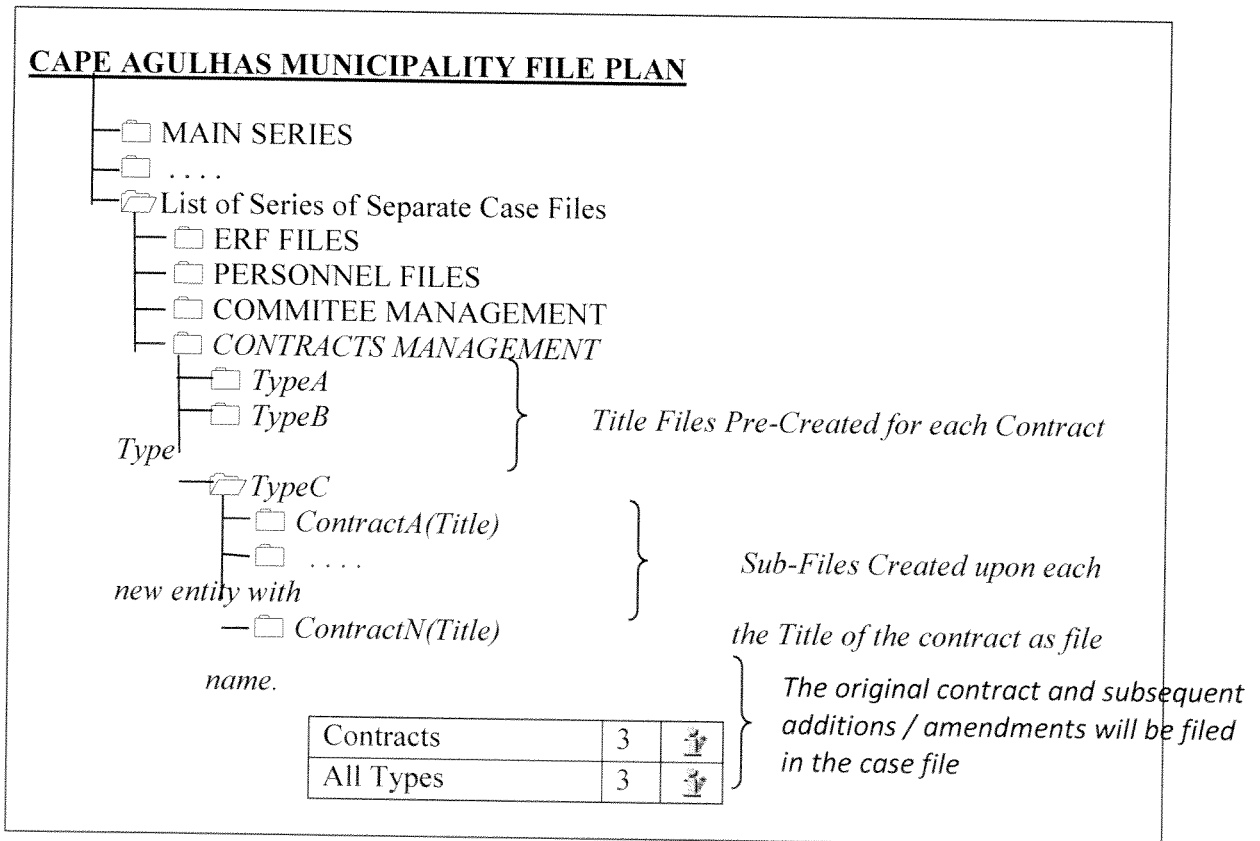
10 PROPERTY MANAGEMENT CONTRACTS CASE FILES

10.3 Overview

For each contract uploaded on Collaborator, a case file will be opened. These files will be used to file the contract, associated projects, supporting documents and any subsequent alterations or updates thereof.

10.4 Folder Structure

The following folder structure is proposed for the filing of Contracts. The Files written in *italic* will indicate the new additions.



11 CUSTOM REPORTS

11.3 Lease Management

11.3.1 Lease Agreements

This report will take the following parameters:

- ✚ Lease Status: Active/Cancelled/Expired

This report displays a list of Lease Agreements that has a cancelled status on the system, with the following fields:

- ✚ Object Reference (Collaborator)
- ✚ Type
- ✚ Name
- ✚ Erf
- ✚ Area
- ✚ Account Number
- ✚ Start Date
- ✚ Expire Date
- ✚ Rent
- ✚ Frequency
- ✚ %
- ✚ Next Escalation Period

11.3.2 Lease Agreement Cancelled

This report will take the following parameters:

- ✚ Cancelled within the last number of days: (default) 180

This report displays a list of Lease Agreements that has a cancelled status on the system, with the following fields:

- ✚ Object Reference (Collaborator)
- ✚ Erf
- ✚ Name
- ✚ Start Date
- ✚ Expire Date
- ✚ Account Number
- ✚ Lease Amount
- ✚ Current Rent
- ✚ Age



11.3.3 Lease Agreements Expired

This report displays a list of Lease Agreements that have surpassed the Expire Date and has a 'Expired' status on the system, with the following fields:

- ✚ Object Reference (Collaborator)
- ✚ Erf
- ✚ Name
- ✚ Start Date
- ✚ Expire Date
- ✚ Account Number
- ✚ Lease Amount
- ✚ Current Rent
- ✚ Payment Frequency
- ✚ Age

11.3.3 Lease Agreements Expiring

This report will take the following parameters:

- ✚ Expiry within the next number of days: (default) 90

And will then display a list of Lease Agreements of which the Expire Date falls in the next 90 days, with the following fields:

- ✚ Object Reference (Collaborator)
- ✚ Erf
- ✚ Name
- ✚ Start Date
- ✚ Expire Date
- ✚ Account Number
- ✚ Lease Amount
- ✚ Current Rent
- ✚ Levy Frequency
- ✚ Remaining (number of days)

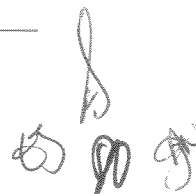
3 Lease Agreements Renewed

This report will take the following parameters:

- ✚ Date From
- ✚ Date To

And will then display a list of Lease Agreements for which the BP Renew Lease Agreement (Feedback Date of task Renew Lease Agreement) has been completed, with in the Date From and Date To selected, with the following fields:

- ✚ Object Reference (Collaborator)



- ✚ Erf
- ✚ Name
- ✚ Start Date
- ✚ Expire Date
- ✚ Renewal Date
- ✚ Account Number
- ✚ Lease Amount
- ✚ Current Rent
- ✚ Levy Frequency

11.3.4 Lease Agreement Escalating

This report will take the following parameters:

- ✚ Escalating within the next number of days: (default) 90

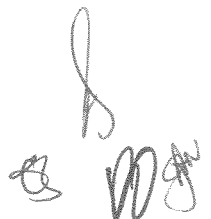
This report displays a list of Lease Agreements that has a cancelled status on the system, with the following fields:

- ✚ Object Reference (Collaborator)
- ✚ Erf
- ✚ Name
- ✚ Start Date
- ✚ Expire Date
- ✚ Account Number
- ✚ Lease Amount
- ✚ Current Rent
- ✚ Levy Frequency
- ✚ Age

11.3.4 Collaborator SAMRAS Reconciliation

The report displays a list of all active Lease Agreements and all the information captured against the Lease Agreement on Collaborator and the Unit Record as captured on SAMRAS in columns against the Lease Agreement:

- ✚ Object Reference (Collaborator)
- ✚ Name
- ✚ Start Date
- ✚ Expire Date
- ✚ Service Key
- ✚ Levy Frequency
- ✚ Service Start Period
- ✚ Lease Amount
- ✚ Escalation
- ✚ Escalation by Fixed Amount
- ✚ Escalation by Own Percentage
- ✚ Escalation by Percentage Method
- ✚ Number of Months between Escalations



↓ Remaining Escalations

11.3.5 Lease Agreement Unit Record Information

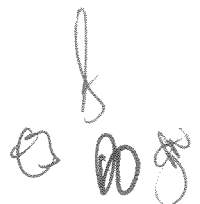
This report displays a list of all active Lease Agreement with coinciding Unit Record information as captured on Collaborator, with the following fields:

- ↓ Agreement Ref (Collaborator)
- ↓ Account Number
- ↓ Agreement Name
- ↓ Frequency
- ↓ Start Date
- ↓ End Date
- ↓ Lease Amount
- ↓ Escalation
- ↓ Escalation Fixed Amount
- ↓ Escalation % Method
- ↓ Escalation % Own
- ↓ Escalation Next Date
- ↓ Escalation No of Months between increases
- ↓ Remaining
- ↓ Service Key
- ↓ Service
- ↓ Sub Service
- ↓ Service Tariff
- ↓ Service Start Period
- ↓ Service End Period
- ↓ Next Escalation Period

11.3.6 Lease Agreement Unit Record Reconciliation

This report displays a list of all active Lease Agreement with coinciding Unit Record information as captured on both Collaborator and SAMRAS (comparison), with the following fields:

- ↓ Agreement Ref (Collaborator)
- ↓ Agreement Name
- ↓ Service Key
- ↓ Account Number
- ↓ Levy Frequency
- ↓ Start Service Period
- ↓ End Service Period
- ↓ Lease Amount
- ↓ Escalation
- ↓ Escalation Method



11.3.7 Lease Agreement Unit Record Discrepancies ONLY

This report displays a list of only the active Lease Agreement with coinciding Unit Record information as captured on both Collaborator and SAMRAS (comparison), where a discrepancy exists between the 2 systems' information; with the following fields:

- ✚ Agreement Ref (Collaborator)
- ✚ Agreement Name
- ✚ Service Key
- ✚ Account Number
- ✚ Levy Frequency
- ✚ Start Service Period
- ✚ End Service Period
- ✚ Start Date
- ✚ End Date
- ✚ Lease Amount
- ✚ Escalation
- ✚ Escalation Method

11.3.8 Lease Agreement Planned Action report

This report will take the following parameters:

- ✚ Include actions to be performed within the next number of days: 30

And will then display a list of Lease Agreements alongside the Scheduled action registered against it, with the following fields:

- ✚ Agreement Reference (Collaborator)
- ✚ Scheduled Action Reference (Collaborator)
- ✚ Agreement Number
- ✚ Agreement Name
- ✚ Town
- ✚ Suburb
- ✚ Erf
- ✚ Action
- ✚ Next Follow-Up Date
- ✚ Action Date
- ✚ Age

11.3.9 Lease Agreements Audit Report

This report will take the following parameters:

- ✚ Period Start
- ✚ Period End

[Handwritten signatures and initials]

And will then display a list of all Lease Agreements that had an “Active” status between the Start Period and End Period, with the following fields:

- ✚ Agreement Reference (Collaborator)
- ✚ Erf
- ✚ Start Date
- ✚ End Date
- ✚ Account Number
- ✚ Agreement Number
- ✚ Lease Amount
- ✚ Current Rent
- ✚ Payment Frequency
- ✚ Next Escalation Date
- ✚ Escalation by Fixed Amount
- ✚ Escalation by %
- ✚ Escalation Own
- ✚ Status

11.3.10 List of ALL Agreements

This report display a list of ALL Lease Agreements registered on the system, with the following fields:

- ✚ Agreement Reference (Collaborator)
- ✚ Type
- ✚ Name
- ✚ Erf
- ✚ Area
- ✚ Account Number
- ✚ Start Date
- ✚ Expire Date
- ✚ Rent
- ✚ Frequency
- ✚ %
- ✚ Next Escalation Period
- ✚ Status

11.4 Sale of Land Agreements

11.4.1 Deed of Sale (Complete List)

This report display a list of ALL Sale of Land Agreements registered on the system, with the following fields:

- ✚ Agreement Reference (Collaborator)
- ✚ Name
- ✚ Agreement Date

- ✚ Area
- ✚ Erf Number
- ✚ Extent
- ✚ Purpose
- ✚ Amount

11.5 Acquisition of Land

11.5.1 Acquisition of Land (Complete List)

This report display a list of ALL Acquisition of Land Agreements registered on the system, with the following fields:

- ✚ Agreement Reference (Collaborator)
- ✚ Name
- ✚ Transferor
- ✚ Agreement Date
- ✚ Occupation Date
- ✚ Value
- ✚ Area
- ✚ Erf Number

11.6 Developer Agreements

11.6.1 Developer Agreements

This report display a list of ALL Developer Agreements registered on the system, with the following fields:

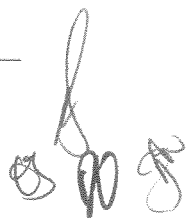
- ✚ Agreement Reference (Collaborator)
- ✚ Name
- ✚ Developer
- ✚ Erf
- ✚ Portion
- ✚ Signature Date

11.7 Miscellaneous Agreements

11.7.1 Active Miscellaneous Agreements

This report display a list of Active miscellaneous Agreements registered on the system, with the following fields:

- ✚ Agreement Reference (Collaborator)
- ✚ Name
- ✚ Erf Number



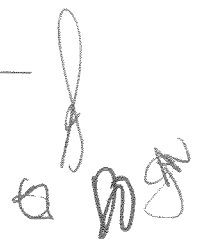
- ✚ Start Date
- ✚ Expire Date
- ✚ Address
- ✚ Area

11.8 Encroachments

11.8.1 Active Encroachments

This report display a list of Active encroachments registered on the system, with the following fields:

- ✚ Agreement Reference (Collaborator)
- ✚ Name
- ✚ Category
- ✚ Account Number
- ✚ Erf No
- ✚ Start Date
- ✚ Address



12 USER GROUPS

The following user groups were defined to be used specifically for the Property Management Contracts module:

12.1 Property Management

The users in this group will have permissions to view, change and create Property Management Agreements

- ✚ Leon Myburgh
- ✚ Marius Moelich

12.2 Registry Personnel

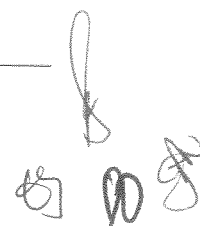
- ✚ Carmen Leonard
- ✚ Delizah vd Watt
- ✚ Alicia Meyer

12.3 Users to Update SAMRAS Unit Record

- ✚ Elrine Badenhorst
- ✚ Mariekkie Hugo
- ✚ Roche Newman
- ✚ Dawid van Wyk

12.4 Users to Provide Feedback on Scheduled Actions

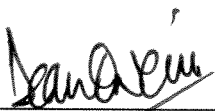
- ✚ Leon Myburgh
- ✚ Marius Moelich
- ✚ Roberto Sefoor
- ✚ Charlene Marthinus
- ✚ Dawid van Wyk
- ✚ Hannes van Biljon
- ✚ Elrine Badenhorst
- ✚ Mariekkie Hugo
- ✚ Roche Newman.




13 APPROVAL

This Collaborator® Contact Management Procedure Manual was approved by the Cape Agulhas Local Municipality.

Signed at Bredasdorp on the 25th of June 2014.

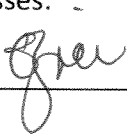



Cape Agulhas Local Municipality




Business Engineering (Pty) Ltd


Witnesses: -





Signatures:





Veranderinge aan Cape Agulhas Local Municipality Property Management Procedure Manual Version 2:

1. 3.2.1.2 – Escalation by Fixed Amount – verander na opsionele veld
2. 3.2.1.2 – Escalation Own Percentage – verander na opsionele veld
3. 3.2.1.2 – Samras Update Required veld a Display veld gemaak wat default op Yes, dat die gebruiker forseer word om vir 'n nuwe Lease agreement 'n taak aan finansies te stuur om die Unit Record te laat opdateer, Dit sal verhoed dat dit per ongeluk oorgeslaan word.
4. 3.3.1.2 - Samras Update Required veld a Display veld gemaak wat default op Yes, dat die gebruiker forseer word om vir 'n Lease Agreement wat hernu word, 'n taak aan finansies te stuur om die Unit Record te laat opdateer, Dit sal verhoed dat dit per ongeluk oorgeslaan word.
5. 3.5.1.1 – bewoording verander na “A task is sent to the officials at the Property Management departement as a reminder that the Lease Agreement will escalate. The task is not allocated to a specific user, but to a pool of Property Management officials.”
6. 4.1.2.1 – **Value** veld bygevoeg
7. 4.2.2, 4.2.3, 4.2.4 – addisionele take bygevoeg vir die aanheg van die **Sale of Land Agreement/Tender dokument**, die **Adjudication Committee Meeting Minutes** en die **Council Resolution**.
8. 5.2.1.2 – No. 3 se bewoording reggestel na “ A document must be attached to the Developer Agreement record on Collaborator at this stage.”
9. 6.3.1.2. – Verpligtend gemaak om 'n dokument aan te heg.
10. 7.2.1.2 – **Status** veld se default waarde op “Active” gestel.
11. 8.2.1.2 – **Lease Amount** veld opsionele veld gemaak.
12. 8.2.1.2 – **Plaque** veld verwyder.
13. 8.3.1.2 – **Plaque** veld verwyder.
- 14.
- 15.
- 1.
- 2.