

## CLIENT INFO PACK

### Welcome

Welcome to Keyway Construction (Pty) Ltd. We have a proud record of having built all 250 plus dwellings on the Estate thus far.

At Keyway Construction we take great pride in helping people build their dream homes. Our aim is to be with you every step of the way. Should you have any queries or concerns do not hesitate to contact our friendly staff for assistance.

Let us introduce our team to you:

John Smith	Contracts Manager
Annelize Smith	Office Administrator
Michelle van der Westhuizen	Bill of Quantities Administrator
André van der Walt	Financial Manager
Thalita Warwick	Bookkeeper
Jo Cook	Buyer
Gerhard Terblanche	Site Construction Manager
Riaan van Staten	Site Supervisor
Schalk Jacobs	Site Supervisor
Anton van Zyl	Site Supervisor

Up to this stage the level of stress may be quite high and therefore we want to assist you in reducing those levels. We want you to know that you are not alone and we would like to make the next 8 to 10 months as enjoyable an experience as possible as you watch your dream home unfold and turn into a reality.

### The road thus far

You have purchased a stand on the Langebaan Country Estate. One of the conditional clauses in your purchase agreement was to commence building within 4 years from the original date of transfer of your stand from the Developer.

You may now have been contacted by your Client Liaison team or you may have requested us to get in touch with you regarding the construction of your home on the Langebaan Country Estate.

### The road ahead

Your dream to build your home starts with an informative briefing between yourself and the Client Liaison team. This is mainly a question and answer session where you are encouraged to ask all the questions that may have been nagging you, such as:

- Who will design my house?
- What type of house can I build on the Estate?
- How long will the process take?

- What amount do I need to budget for?
- What financial commitment will I have to make during the various stages?
- What registrations, legal or professional fees will I have to pay and when?
- Will I be allowed to visit the site during construction?

Our objective is to adequately inform you about the design and construction process and assist you with all the information you might need to minimize unwanted surprises during this exciting time.

### **Important decisions to make at this time**

At this stage there are some important decisions you have to make, and it is advisable to make them as soon as possible, these include:

- Selection of an Architect or architectural firm (see attached portfolios).
- Determination of your house style (double or single storey).
- Personal requirements for your home.
- Determination of your budget.
- Your desired completion date.

### **Panel of Approved Architects (by the Developer)**

The following Panel of Approved Architects (PAA) has been appointed by the Developer, Langebaan Country Estate JV, to assist you in designing your home on the Estate:

- Warren Simpson & Partners Architects (WSAP) - Cape Town
- In-Line Architects CC (ILA) - Cape Town & Langebaan

### **A step by step guide to building your new home – Pre-construction**

#### Step 1: Client liaison and Architect briefing

This briefing comprises of a 1 to 2 hour design and conceptualization session with the selected Architect and Client Liaison Officer. Your Client Liaison Officer will arrange this meeting at the offices of the Architect at a time suitable to you. We want to encourage you to bring pictures, magazine articles, design ideas, room layout preferences, personal requirements and budget parameters.

This session will focus on understanding your personal needs and requirements and give the Client Liaison Officer and Architect an insight into your vision. It would also be an advantage to have this session in Langebaan to enable you and the Architect to visit your stand and generate ideas on lay-out, view directions and placement of specific living areas or rooms.

#### Step 2: Your 1<sup>st</sup> sketch plans and finishes

The first design of your home, based on the ideas you conveyed to the Architect will be presented to you in the format of a sketch plan. With the sketch plan you will also receive a Client Selection Schedule to indicate to us the type of items you would like to install in your house, the finishes you would require and the additional equipment you would want to install in your home.

Comments and suggestions are encouraged at this point in order to clarify your requirements and determine your final requirement and complete your sketch plan.

Keyway Construction assists new home owners in making the necessary choices to all the finishes for their homes. The Client Manager will guide you through this process step by step. The following is a schedule of all the choices that have to be made:

- **Cupboards:** During the design and selection process, a Keyway Construction supplier will draw up plans as well as computer generated 3D walk-through versions of your kitchen and built-in cupboards for your approval.
- **Floors:** As you have already discussed with the Architect you will have carpets, tiles or laminate flooring as options to all floor areas. A number of preferred suppliers have been appointed. These suppliers and the Client Manager will assist you in selecting your flooring. However, should you not find the flooring that you are looking for from the preferred suppliers; we will gladly assist you in finding other suitable suppliers. Please note however that payment will have to be upfront and delivery costs will be added, along with a 10% handling fee should you select another supplier.
- **Walls:** Where walls are painted internally, the Client Manager will assist you in choosing the colours. Your external colours will be selected by the Aesthetics and Environmental Committee.
- **Plumbing:** Keyway Construction's Client Manager will assist you in choosing toilets, showers, baths, vanities and taps for your new home.
- **Lighting:** The Client Manager and preferred suppliers will assist you in your choices and ensure that all light fittings are compliant with the necessary regulations.

### Step 3: The finalized sketch plan

Your final sketch plan and Client Selection Schedule will be presented to you at the next meeting to confirm that all your requirements and specifications have been correctly captured on your drawings. It is important that these drawings are then signed off by yourself and the Architect so that they can be forwarded to Keyway Construction and/or other Developer nominated Construction Company(ies) for costing.

### Step 4: Indicative costing (Optional)

Based on the sketch plan and attached Client Selection Schedule received from your Architect, the Construction Company will prepare an indicative costing. Please take note that this will only be an estimate based solely on the sketch plan received with a lot of assumptions still being made by the BOQ Administrator due to the high level of uncertainty regarding finishes and finer detail. By all accounts, and if no significant changes are made to your plans, specifications or finishes and these remain in alignment with the assumptions and time frames, your final costs should fall within a 10% fluctuation from the indicative cost.

Please be aware that indicative costs are all given for a fixed period of 30 (thirty) days. Should the commencement of construction of your home be delayed beyond the 30 (thirty) days, escalation will have to be factored in and accounted for. It is also important to take cognisance of the fact that increases in material and labour costs are normally affected by the industry during January and June of each year.

Indicative costing that lapse will therefore have to again be determined or verified and adjusted if necessary.

The indicative cost enables you to gauge the approximate costs for your home and together with the sketch plans allow you to apply for an "In Principal" bond approval at a financial institution. The bond application process tends to be a rather time consuming process which should be started as early as possible to avoid potential delays to the commencement date of construction.

#### Step 5: Final drawings

Once the indicative costing has been returned to your Architect and you have approved it (if applicable), they will proceed with your detailed drawings in order to establish a final costing. These drawings will include all sections, elevations, levels, electrical layouts, etc. Once you and the Architect are satisfied with these drawings, it is expected that you sign these and submit it to the Aesthetics and Environmental Committee for approval. Once the AEC has approved the drawings, these may be submitted to Keyway Construction and/or other Developer nominated Construction Company(ies) for final costing.

#### Step 6: Final costing

Following the submission of the detail drawings to the Construction Company, the BOQ Administrator will measure the drawings and compile a final cost. The final cost will form the basis of the building agreement that you will be expected to sign to enter into an agreement with your selected Construction Company. On acceptance and signature of the building agreement you will be required to pay a 5% deposit of the total contract value to Keyway Construction's Attorney's Trust Account within 7 (seven) days of signature. This money will be invested in an interest bearing account in Keyway Construction's name for the period of construction.

#### Step 7: Approvals

Following the signing of the building agreement and the payment of your 5% deposit, the Council drawings for your house will be submitted by the Architect to the Aesthetics and Environmental Committee (AEC) for approval. Once approved, your Architect can submit your plans to the Municipality Town Planning office for approval. The Council fees for plan scrutiny and approval is approximately R 10.00 per square meter.

It is a legislative requirement that every home builder in South Africa registers and pay the registration fees to the National Home Builders Registration Council (NHBRC). The cost of these registration fees are approximately 1.3 % of your land and building cost (maximum of R 34,000.00) and the owner must be in possession of a NHBRC certificate before any construction activities can commence.

Bond registration and/or Bank Guarantees must also be approved and/or submitted and proof of this delivered to Keyway Construction prior to commencing any work on site.

If you require assistance in obtaining a building bond, we can refer you to our Bond Originator, Betterbond whose staff will gladly assist you with your application.

Contact person: Bertus Kotze  
Cell Phone: +27 (0)84 701 2671  
E-mail: [bertus.kotze@betterbond.co.za](mailto:bertus.kotze@betterbond.co.za)

We require 100% proof of funding before construction will commence by either:

- Furnishing us with an acceptable bank guarantee for full payment of the contract sum.
- Depositing the balance of the contract sum into the Attorney's Trust Account that will be invested in an interest bearing account held in your name.
- Providing us with proof of 100% bond approval.

### Construction – The big build

Upon receipt of the Council approved drawings, NHBC registration and financial guarantees, construction of your home can commence on site. From this point onwards you can expect the following approximate time frames for construction:

Single storey unit with standard finishes	7 months
Single storey unit with high level finishes	8 months
Double storey unit with standard finishes	9 months
Double storey unit with high level finishes	10 months

It is important to remember that inclement weather and other unforeseen natural circumstances might have a possible time delay on these time frames.

The predicted cash flow drawdowns during the construction period is estimated as follows:

Month	Single storey (standard)	Double storey (standard)
1	10 %	5 %
2	25 %	15 %
3	35 %	30 %
4	50 %	40 %
5	70 %	50 %
6	90 %	65 %
7	95 %: Practical Completion Certificate 100 %: Final Completion Certificate	80 %
8	-	90 %
9	-	95 %: Practical Completion Certificate 100 %: Final Completion Certificate

The 5 % deposit you paid to the Attorneys Trust Account as retention will be kept until the Works Completion Certificate has been issued to Keyway Construction by your Architect.

### Monthly Communication

You will receive monthly updates of your building progress and financial status. A progress report and cost report as well as the latest photographs showing how your home has progressed will be sent to you electronically during the last week of each month. All communication to us is to be submitted in writing to [admin@keyway.co.za](mailto:admin@keyway.co.za).

### Request for Change and Variation Orders

The construction team will utilize a formal change management process to ensure that when changes need to be made, it is done at the most cost and time effective way possible and cause as little as possible disruption to the rest of the processes, and especially your budget and completion date.

Nor Keyway Construction nor any of the appointed Sub-Contractors are entitled at any stage to agree to any variations, extras, omissions or changes of any kind whatsoever to the works without a client approved Request for Change (RFC). The following process must be followed once you have decided to execute a change on your drawings:

- Discuss the change with your Architect and get agreement on the change.
- Complete the RFC form that can be obtained from your Architect.
- Submit the RFC and adjusted drawings to Keyway Construction for an adjusted completion date and a cost assessment.
- The completed RFC and a Variation Order (VO) will be returned to you and the Architect to decide if you want to implement the change. It is important to note that for all changes your Architect will most likely charge you an hourly rate as well as the cost for the new drawings and copies.
- Your changed drawings must then be submitted to the Municipality for approval (if applicable). Remember that they will again expect you to pay the scrutiny fees @ R 10.00 per square meter.
- The approved RFC, VO and amended construction drawings (and Council approved plans if applicable) must then be submitted to Keyway Construction. Full payment on the VO is required within 2 (two) days of signature.
- The construction management schedule will be updated and the change implemented as requested.

## **Environmental Rules**

Langebaan Country Estate prides itself as the leading environmental fynbos Estate in the West Coast Region. To ensure that this is maintained and the environment is preserved as best as possible, the following rules must be adhered to by clients during visits:

- No plant material is to be removed from the site under any circumstances and no alien vegetation is allowed on site.
- Please ensure that during your site visit you remain within the construction footprint (clearly demarcated by a fence) and that under no circumstances do we allow any person to walk through the veld.
- No animals are allowed on site during site visits.
- No fires are allowed.

## **Health and Safety Rules and Regulations**

As we have stringent Rules and Regulations pertaining to Health and Safety we kindly request that should you wish to visit your unit while it is under construction, you inform us in advance of such request. We will gladly accommodate you to the best of our ability, but request that you adhere to the following:

- No person is allowed to enter any construction site without a representative of Keyway Construction and the necessary safety equipment as required by law.
- Please submit to us a written request for a site visit by fax or e-mail at least 4 (four) working days before your planned visit.
- We will give you confirmation in writing of an appropriate date and time for your site visit.
- The Client Manager or a designated Keyway Construction Representative, will meet you at the Keyway Construction Office for the safety briefing and issue of Personal Protection Equipment (PPE) as required by national law to be worn on the construction site.

- The site visit will be conducted and you are more than welcome to take pictures or video footage of your home.

### **Handover Process, Snagging and De-snagging**

Towards the end of the contract we will confirm a handover date that is convenient for you. To ensure a proper handover is done on the planned date, we commence with this process 30 (thirty) days prior to construction completion. The following will transpire to ensure handover happens on time:

- A Practical Completion Certificate (PCC) and “snag” list (completion list reflecting the outstanding work to be completed) is issued by the Architect to Keyway Construction after inspection.
- Once in possession of this, Keyway Construction will apply for an Occupation Certificate from the Municipality on your behalf.
- At this time you will receive your final valuation which needs to be submitted to the bank for timely payment of the final invoice to prevent any delay in the handover.
- Keyway Construction will have 14 (fourteen) days to complete the work on the snag list.
- Once the work has been completed the Architect will issue a Works Completion Certificate (WCC) to Keyway Construction.
- Once in possession of the WCC, the Attorneys will release your deposit into our bank account.
- Only after we have written confirmation that all payments have been reflected in our bank account, handover of your home may take place.
- You will be allowed 14 (fourteen) days after occupation to compile your own “snag list”, which will be acknowledged by Keyway Construction and you will be issued with a program for the completion of the works.
- The Architect will issue Keyway Construction with the Final Completion Certificate (FCC) within 90 days of WCC and once all your snags have been completed.