

Company Profile

Commercial, Industrial & Retail Broking
Commercial Management
Residential Letting & Management
Property Investment Consulting
Community Scheme Management
Appraisers
Valuers of Property, and Plant & Machinery



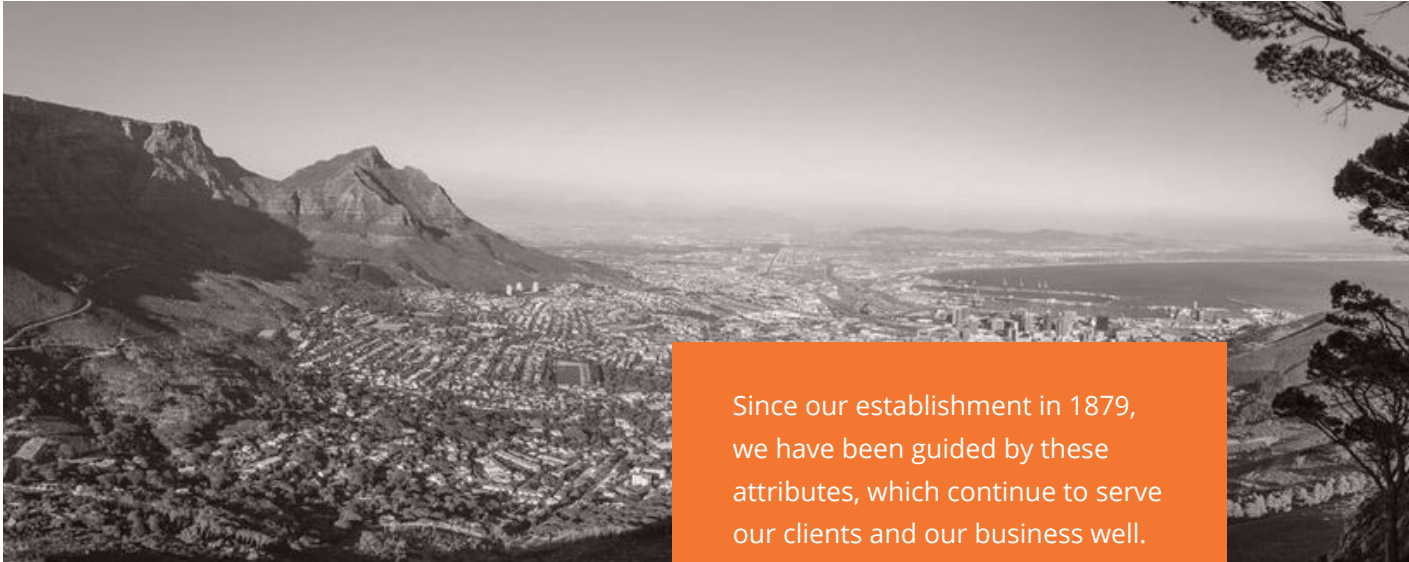
Property Professionals Since 1879



www.steer.co.za

Overview

Steer & Co is one of the longest established property-services companies in the Western Cape. We provide both residential and commercial (including office, retail and industrial) property management and letting/broking services, as well as a professional valuations service-offering.



Since our establishment in 1879, we have been guided by these attributes, which continue to serve our clients and our business well.



Valuing relationships



Integrity



Independence



Diversity



Transparency



Accountability



Attention to detail

The company has four directors, each of whom head-up a division of the company. Nina Vass, our MD, has oversight of Valuations. David Porter leads the Commercial division, while Teresa Hamilton manages the Residential division and Colin Fisher, Community Schemes.

Our staff compliment consists of individuals with a wide range of skills, allowing for a holistic approach to our various services. We ensure regular upskilling of our team to ensure we stay abreast of changes to applicable legislation and industry trends and an ability to offer a relevant and first-class, professional service at all times.

Our back-of-house property management/accounting system is MDA Property Manager/MRI Property Central. We recognise that the systems we employ are the backbone of our service offering and thus endeavour to utilise what we perceive to be only the best. Other systems that we employ include TPN (Tenant Profile Network) for tenant credit checks and credit control reporting and Property Inspect for inspections.

We hold the relevant Fidelity Fund Certificates with the PPRA (Property Practitioners Regulatory Authority) and are registered with the Council for Debt Collectors. We are members of REBOSA (Real Estate Business Owners of South Africa), NAMA (National Association of Managing Agents) and the IEASA (Institute of Estate Agents of South Africa). Our valuers are registered with the SACPVP (South African Council for Property Valuers Profession) and are members of the SAIV (South African Institute of Valuers).

Residential Letting & Management

Steer & Co is fully-equipped to let and manage singly-owned blocks of flats, as well as individual (community scheme) apartments and freehold houses.

Our service is comprehensive and covers placing tenants where vacancies exist. This upfront stage entails advertising, hosting viewings, vetting applicants, signing up leases, collecting initial monies and performing ingoing inspections. Ongoing management includes monthly invoicing of tenants, paying expenses on the owner's behalf, dealing with any maintenance issues that come up and doing routine inspections.

Service includes

- Conduct a thorough inspection of your property and advise on suggested market rentals and appropriate letting strategy.
- Market and show the property to prospective tenants.
- Our advertising includes a presence on various social media platforms and listing your property on our website, Property24 and Gumtree.
- Screen all applicants by means of credit checks using the TPN (Tenant Profile Network), FICA compliance, personal/ character references, employment confirmation, previous landlord/agent referral and income confirmation.
- Draft lease agreement and ensure correct signature and administration of the contract.
- Conduct the ingoing and outgoing inspections of the property.
- Negotiate lease renewals and rental increases with the tenant.
- Do a comparison report of the tenant's ingoing and outgoing inspection, send a recommendation to the landlord regarding any damages/repairs to be done and distinguish between damages and fair wear and tear.
- Collection of monthly rental and credit control of late payment/non-payment of rental.
- Payment of property-related expenses on behalf of the landlord.
- Payment of rental collected into the landlord's account.
- Monthly owner statements reflecting property's income and expenditure and rent rolls showing breakdown of income.
- Arrange, supervise and pay for (on behalf of the landlord) approved repairs to property.
- Project management of any major renovations.
- Advise on legal options available to the landlord in the case of the tenant breaching the lease agreement and, on instruction, hand the matter over to the nominated attorney.
- Attend Rental Housing Tribunal disputes on behalf of the landlord, if requested.
- Arrange insurance cover over the property including insurance/replacement cost valuations co-ordinated by our valuation division.
- Reconciling of tenant's deposit following lease obligations being fulfilled.
- Day-to-day management of tenant calls, enquiries and handling any property related issues that may arise.
- Bi-monthly visits to the investment apartment blocks within our portfolio with feedback to the landlord.
- Assist with sourcing a suitable cleaner/ caretaker in the case of investment apartment blocks and negotiate duties, hours and terms of the contract which we conclude on behalf of the landlord.

Commercial Management & Broking

Our commercial management service can be tailored to suit a client's needs. We offer the following management services for all forms of commercial property whether freehold or a community scheme unit.

Administration

- Collection of rentals and other income.
- Payment of property-related expenditure.
- Management of tenant deposits.
- Handling insurance claims in respect of the property.
- Regular inspections of the property.
- Negotiating with external contractors.
- Advising on legal options in the case of breach of lease.
- Production of monthly income/ expenditure statements and rent rolls.

Leasing Vacant Space

When we are favoured with the management of a building, we ensure that vacancies are well below market norms through our in-house letting efforts and the distribution of a vacancy schedule to preferred agencies.



Broking Services

In addition to servicing the vacancies within portfolios under our management, we offer a specialised investment broking service. Whether you are looking to sell or source a new investment, we offer a professional and ethical service to cater to any client's needs. Our professional team (including registered valuers) can offer objective advice on value and advise on the most effective sales method, whether that be by private treaty, closed tender or auction.

Our commercial management service can be tailored to suit a client's needs.

Community Schemes Management

Our community schemes management division is equipped to offer the relevant support to trustees/ directors in relation to the responsibilities required of them by the latest legislation. Among other things, we undertake the very important financial management service including the production of financial statements and the performance of secretarial services.

Our existing portfolio is diverse, with a healthy blend of residential, commercial and retail schemes, often in a mixed-use environment.

We see our management role as an opportunity to educate and upskill property owners as we strive for a smooth management relationship between owners and trustees/directors and between trustees/directors and managing agent. We see our services as integral in creating “healthy” bodies corporate, HOA’s and share-block schemes in the Western Cape.

We have the ability to provide a tailor-made management package to the benefit of the individual scheme.

Service highlights

- Assistance to developers in the establishment of a scheme from developmental/inaugural phase.
- Preparation of annual income and expenditure budgetary requirements for each financial year-end for submission to trustees.
- Levy collection and debtor’s control and assistance with legal hand-overs.
- Accounting processes.
- Cash flow statements and levy rolls submitted to trustees on a monthly basis.
- Assistance with insurance cover, claims and insurance valuations.
- Advising on sectional title/homeowners’/ share-block requirements and procedural matters.
- Preparation and circulation of the annual general meeting notices and all supporting documentation.
- Assistance with the arrangements of special general meetings and trustees’ meetings.
- Assistance with repairs and maintenance to the common property areas.

Valuations

Our valuers are professional valuers registered with the SACPVP, and are long-time members of the SAIV. We have extensive High Court litigation experience, having acted as expert witnesses in numerous cases ranging from family law matters to contractual disputes as well as financial matters.

We have also acted as expert, umpire or arbitrator in various high profile commercial leases and similar property-related negotiations.

Our historic experience includes valuing the following as a guideline, being both vacant and properties with improvements:

- Agricultural properties
- Residential properties (freehold, community schemes)
- Commercial properties
- Industrial properties
- Specialised properties (churches, hotels, petrol stations, wind farms, solar farms, etc.)
- Development land

Possible reasons for requiring a valuation:

- Purchase and sale
- Rental determination
- Municipal objections and appeals
- Deceased estates/appraisals
- Insurance valuations
- Financial reporting
- Litigation