



LOGGING AN ENQUIRY / SUGGESTION

1. Any and all correspondence, documentation and conversation/s regarding an enquiry / suggestion needs to be documented over email through the Managing Agent. Telephone conversations will not in any way be considered as an official enquiry / suggestion.
2. An enquiry / suggestion can only be logged by a Resident or a Tenant in their own private capacity.
3. Ensure that your enquiry / suggestion contain as much detail as possible regarding the enquiry / suggestion. This will allow us to respond sooner than later to the enquiry / suggestion.
4. Send a personal email to the Managing Agent and “CC” the Estate Manager.
 - ❖ francesc@pretor.co.za, securitywaterkloofb@gmail.com
5. What you can expect:
 - ❖ Receipt of the enquiry / suggestion will be acknowledged via email by the Managing Agent within 72 hours during business hours following the date after you have logged the enquiry / suggestion.
 - ❖ Within 5 business days after acknowledgement of logging the enquiry / suggestion you will receive feedback regarding your enquiry / suggestion and the progress made by the Managing Agent. You may be advised that the investigation of the enquiry / suggestion may take longer than expected and if possible, a time frame will be provided.
6. If you are not satisfied with the result:
 - ❖ If you feel that your enquiry / suggestion was not satisfactorily addressed then feel free to raise the enquiry / suggestion with the Managing Agent whom in turn will bring the enquiry / suggestion to the attention of the HOA's Board of Directors for consideration at their next meeting.

Please note that the WBHOA Board of Directors are a non-executive board and doesn't get involved in certain matters.