

Dear valued tenant

The Coronavirus has shifted the way in which we go about our daily tasks, and although it is difficult to navigate our lives for now, the lockdown is a reality.

We would like to thank you for acting responsibly by following the regulations our government has put in place and for taking care of you and your family.

As you are part of the City Property family, we remain committed to providing you with the same service you've come to expect from us over the years. We are here if you need us - our various teams are available to assist, so please do not hesitate to contact us for any assistance.

Below is some feedback to questions that have been on your mind over the last couple of days. We hope the details below will assist you during this time.

There's a letter doing the rounds that the health minister is prohibiting landlords from collecting rent. Is this true?

The department of health confirmed to [News24](#) that they had not released the letter and that the information in the letter is false. Rent is payable as per your lease agreement. According to government regulations, the spread of fake news is a crime, so do not spread disinformation.

I feel sick and suspect I have contracted the virus, what should I do?

Contact the SA Coronavirus emergency hotline: 0800 029 999 or their WhatsApp support line on 0600 123456. Visit the [National Institute for Communicable Disease](#) (NICD) website for guidance and recommendations on how to treat a positive case. The [World Health Organisation](#) (WHO) and [Department of Health](#) (DOH) also provide information around this. Please report any positive case of the Coronavirus in a City Property managed building via WhatsApp on 060 086 7368 or email on propworld@cityprop.co.za. Note that there could be serious consequences if any person intentionally misrepresents that he/she or any other person is infected with COVID-19 as they may be found guilty of an offence.

What essential services will be performed in my building/unit?

A number of services have been gazetted as being essential during this period. Some that are relevant to you include cleaning, security, water, power, sanitation, waste and refuse removal, communications, etc. Our various contractors have applied for the necessary documentation to ensure our service of these essential services will continue during this time.

A reminder to please report any emergencies through the [WhatsApp](#) line - 060 086 7368 or [email](mailto:propworld@cityprop.co.za) - propworld@cityprop.co.za, which will be directed to the relevant property manager for further action.

This is a challenging time for many of us. As it remains our joint responsibility to halt the spread of the virus, we call on you to consider your fellow tenants before leaving your apartment, remember to practice social distancing and to take the necessary precautions.

As our president said earlier this week in his address to the nation, "If we work together, if we keep to the path we know we have to take, we will beat this disease."

Useful links:

[National Institute for Communicable Disease](#) (NICD)

[World Health Organisation](#) (WHO)

[SA Coronavirus](#)

Stay well, stay safe

City Property