



ERA South Africa Pty Ltd
Jigsaw Park
7 Einstein Street
Centurion

3 December 2015

TO WHOM IT MAY CONCERN

LETTER OF REPRESENTATION

This representation letter is provided in connection with your preparation and submission of the manual required by the Promotion of ACCESS to Information Act, 2 of 2000 ("the Act") for ERA South Africa Pty Ltd

We acknowledge our responsibility for the completeness and accuracy of the information provided in the manual.

We confirm, to the best of our knowledge, and belief, the accuracy and completeness of information provided.

Yours sincerely

A handwritten signature in black ink, appearing to be "SL", with a long horizontal line extending to the right.

Stefan Louw
National Head of ERA South Africa (Pty)Ltd





ERA SOUTH AFRICA PTY LTD

Registration number: (1987/000001/07)

Manual in terms of section 51 of the Promotion of Access
to Information Act, 2 of 2000

CONTENTS PAGE

PROMOTION OF ACCESS TO INFORMATION ACT, 2 of 200 (THE ACT)	3
Section 51 Manual of ERA SOUTH AFRICA PTY LTD	3
Registration number: (1987/000001/07)	3
1. Contact particulars	3
2. Introduction	3
3. Guide in terms of section 10 of the Act	3
4. Facilitation of a request for access to information	3
5. Information available in terms of other legislation	4
6. Information automatically available	5
7. Information available in terms of the Act	5
8. Requesting procedures	8
9. Availability of the Manual	8
10. Signatory	8

Promotion of Access to Information Act, 2 of 2000 **(The Act)**

SECTION 51 MANUAL OF ERA SOUTH AFRICA PTY LTD

(REGISTRATION NUMBER: 1987/000001/07)

1. CONTACT PARTICULARS

Head of business:

Ian Mc Intyre

Information officer:

Stefan Louw

Postal address:

**Private Bag X15
Highveld Park
0067**

Physical address:

**Jigsaw Park
7 Einstein Street
Centurion 0169**

Telephone number:

(012) 682 9610

Fax number:

(012) 682 9611

E-mail address:

stefan@erasa.com

Website: www.era.co.za

2. INTRODUCTION

The company is a real estate agency.

ERA South Africa Pty Ltd supports the constitutional right access to information and we are committed to provide you access to our records in accordance with provisions of the Act, the confidentiality we owe third parties and the principles.

3. GUIDE IN TERMS OF SECTION 10 OF THE ACT

Any person who wishes to exercise any right contemplated in The Act may obtain a copy of the information guide issued by the Human Rights Commission in all official languages, from the Human Rights Commission, contact number (011) 887-3600 or www.sahrc.co.za

4. FACILITATION OF REQUEST FOR ACCESS TO INFORMATION

Information which is not really available as indicated in this manual may be requested in accordance with the procedure prescribed in terms of the Act. Copies of prescribed forms to be completed for submitting a request are available from ERA SOUTH AFRICA PTY LTD.

5. INFORMATION AVAILABLE IN TERMS OF OTHER LEGISLATION

Information is available in terms of certain provisions of the following legislation:

- 5.1 BBBE Act 53 of 2003
- 5.2 COMPANIES ACT 61 of 1973
- 5.3 COMPANIES ACT 71 OF 2008
- 5.4 COMPENSATION FOR OCCUPATIONAL INJURIES AND HEALTH DISEASES ACT 130 Of 1993
- 5.5 CONSUMER PROTECTION ACT 68 OF 2008
- 5.6 DEEDS REGISTRIES ACT 47 OF 1937
- 5.7 EMPLOYMENT EQUITY ACT 55 OF 1998
- 5.8 ESTATE AGENTS AFFAIRS ACT 122 OF 1976
- 5.9 FINANCIAL SERVICES BOARD ACT 97 OF 1990
- 5.10 INCOME TAX ACT 58 OF 1962
- 5.11 LABOUR RELATIONS ACT 66 OF 1995
- 5.12 NATIONAL CREDIT ACT 34 OF 2005
- 5.13 OCCUPATIONAL HEALTH AND SAFETY ACT 85 OF 1993
- 5.14 PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000
- 5.15 RENTAL HOUSING ACT 50 OF 1999
- 5.16 SECTIONAL TITLES ACT 95 OF 1986
- 5.17 SECTIONAL TITLES SCHEMES MANAGEMENT ACT 8 OF 2011
- 5.18 SOUTH AFRICA REVENUE SERVICES ACT 34 OF 1997
- 5.19 SHORT TERM INSURANCE ACT 53 OF 1998
- 5.20 SKILLS DEVELOPMENT LEVIES ACT 9 OF 1999
- 5.21 SKILLS DEVELOPMENT ACT 97 OF 1998

- 5.22 UNEMPLOYMENT ACT 4 OF 2002
- 5.23 UNEMPLOYMENT INSURANCE ACT 63 OF 2001
- 5.24 VALUE ADDED TAX ACT 89 OF 19

6. INFORMATION AUTOMATICALLY AVAILABLE

The following categories of records are automatically available for inspection, purchase or photocopying:

- 6.1** Office website address: www.era.co.za

7. INFORMATION AVAILABALE IN TERMS OF THE ACT

The subjects on which the business holds records and the categories on each subject are as listed below. Please note that a requestor is not automatically allowed access to these records and that access to them may or must be refused in accordance with section 62 to 69 of The Act.

7.1 ACCOUNTING RECORDS

- Annual financial statements and working papers
- General Ledger
- Subsidiary ledgers (receivables, payables, etc.)
- Bank statements, cheque books, cheques
- Customer and supplier statements and invoices
- Deposit slips
- Cash books and petty cash books
- Fixed asset register
- Tax returns and assessments
- V A T returns
- Insurance records
- Auditor's reports
- Record of liabilities and obligation
- Record of revenue
- Record of expenses

7.2 AUDITORS

- Correspondence

7.3 HEALTH AND SAFETY

- Register, record of earnings, time worked, payment and particulars of all employees
- Emergency response plans

7.4 INFORMATION TECHNOLOGY

- Hardware
- Internet
- Licenses
- Software packages
- Telephone lines, leased lines and data lines

7.5 INSURANCE

- Claim records
- Details of coverage, limits and insurers
- Insurance policies

7.6 LEGAL, AGREEMENTS AND CONTRACTS

- Agreements with customers
- Rent agreements

7.7 PERSONNEL RECORDS

- Bargaining Council documents
- Disciplinary records
- Employee evaluation and performance records
- Employee information records
- Employee loans
- Employee remuneration
- Employment applications
- Employee date of birth
- Employment contracts
- Employment equity plan
- Health and safety records
- IRP 5 and IT 3 certificates
- Letters of appointment
- Leave applications
- Maternity leave policy
- Medical aid records
- Payroll
- Particulars of each employee
- Personnel file
- Policies and procedures
- Recruitment and appointments
- Salary and wage registers
- Salary slips and wage records

- Time records
- Training and development
- UIF, PAYE and SDL returns
- Workmen's Compensation documents

7.8 SALES AND MARKETING

- Brochures, newsletters and marketing material
- Customers
- Products
- Public relations policies and procedures
- Sales
- Service and product information

7.9 STATUTORY COMPANY RECORDS

- Annual Statutory Returns
- Certificate of Incorporation
- Certificate to Commence Business
- Memorandum and Articles of Association
- Memorandum of Incorporation and alterations / amendments
- Register of company secretary and auditors
- Register of directors and officers
- Register of past directors
- Registration Certificate
- Reports presented at Annual General Meeting
- Shareholders' register

7.10 TAX

- Income tax returns
- Provisional tax returns
- Tax assessments
- Documents relating to where the objection and appeal is lodged
- V A T documents
- Vendor's information
- Documentary proof substantiating the zero rating of suppliers

8. REQUESTING PROCEDURES

A person who wants access to the records must complete the necessary request form, that is available at the offices of ERA SOUTH AFRICA PTY LTD, or can be accessed on www.sahrc.org.za. The completed request form must be sent to the address or fax number provided in this manual, and marked for the attention of the information officer.

9. AVAILABILITY OF THE MANUAL

Copies of this manual are available for inspection, free of charge, at the offices of the ERA Franchises, or from the South African Human Rights Commission and at www.era.co.za

11. SIGNATORY

We confirm, to the best of our knowledge, and belief, the accuracy and completeness of the information provided.



Stefan Louw – Head of ERA SA

Information Officer

Signature of Information officer

03 December 2015

Date



ERA PAIA Fee Schedule

Request Fees (Section 22 (8))

Payable by a requester, other than a personal requester, referred to in Regulation 7(2) R35-00

Reproduction fees (Section 15 (3) (apply to the reproduction of records that are disclosed voluntarily or that are made available automatically))

Fee for a copy of the manual as contemplated in Regulation 5 (c) for every photocopy of an A4-size page or part thereof. R0-60

- (a) For every photocopy of an A4-size page or part thereof R0-60
- (b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form. R0-40
- (c) For copy in a computer disk (CD) R40-00
- (d) For a transcription of visual images
 - (i) For an A4-size page or part thereof R22-00
 - (ii) For a copy of visual images R60-00
- (e) For a transcription of an audio record
 - (i) For an A4-size page or part thereof R12-00
 - (ii) For a copy of an audio record R17-00

Access fees (apply to records requested by means of the PAIA request form)

- (a) For every photocopy of an A4-size page or part thereof R0-60
- (b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form R0-40
- (c) For copy in a computer disk (CD) R40-00
- (d) For a transcription of visual images
 - (i) For an A4-size page or part thereof R22-00



(ii) For a copy of visual images R60-00

(e) For a transcription of an audio record

(i) For an A4-size page or part thereof R12-00

(ii) For a copy of an audio record R17-00

Search and Preparation fees

(f) To search for and prepare the record for disclosure, for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation R15-00 p/hour excl. 1 st hour

Deposit required (Section 22 (2))

For purposes of Section 22(2) of the PAIA, the following applies:

(a). Six hours as the hours to be exceeded before a deposit is payable

(b). One third of the access fee is payable as a deposit by the requester

Postal fees

The actual postal fee is payable when a copy of a record must be posted to a requester.

ER accepts the following methods of payment: • Direct Transfer (EFT) • Bank Deposit Banking details will be provided upon request.

ERA will, upon receiving payment from the requester, issue a receipt.