



LONG-TERM RENTAL TERMS

Western Cape, South Africa
+27 (021) 773 0867 · accounts@tm-rentals.com
<https://tm-rentals.com>
Reg 2021/794867/07 · B-BBEE Level 4

BILL TO

The Masked Rentals Pty Ltd

Version 1.0

Updated 19 August 2026

How our permanent tenancies work, from application to move-out.

These terms sit alongside your signed lease. Where this policy and your lease differ, your lease wins. Nothing here limits your rights under the Rental Housing Act 50 of 1999 or the Consumer Protection Act.

1. Applying

Applications are made online. We ask for your ID, your three most recent payslips and three months of bank statements, and we run a credit and affordability check with your consent. Applying does not reserve a property; a property is only held once an application is approved and the lease and first payment are done.

2. Deposit

The deposit is stated in your lease and is normally equal to one month's rent. It is held in an interest-bearing account as required by law, and the interest accrues to you. It is not rent and may not be used to pay your last month.

3. Rent

Rent is due monthly in advance on the date in your lease. Please pay by the due date using your reference so we can match it. Late payment attracts interest at the rate in your lease and may be reported to a credit bureau.

4. Escalation

Rent escalates annually on the anniversary of your lease at the percentage stated in your lease. We tell you in writing before it takes effect.

5. Utilities

Unless your lease says otherwise you are responsible for electricity, water, refuse and any levies from your date of occupation. Please arrange meter readings on move-in and move-out.

6. Maintenance

We handle structural repairs and fair wear and tear. You handle day-to-day upkeep — light bulbs, blocked drains you caused, garden maintenance where the lease says so — and any damage caused by you, your household or your visitors. Log maintenance through the tenant portal so there is a record and we can act quickly.

7. Inspections

We inspect jointly with you before you move in and again when you move out, as the law requires, and we give you a copy of each report. During the lease we may inspect at reasonable intervals with reasonable written notice.



8. Changes to the property

No alterations, painting, fixed installations or satellite dishes without our written permission. Approved changes may need to be reversed at your cost when you leave.

9. Subletting

No subletting or short-term letting of the property, or any part of it, without our written permission.

10. Ending the lease

Give the written notice period stated in your lease. Where the Consumer Protection Act applies you may cancel early on 20 business days' written notice, and we may charge a reasonable cancellation penalty — we will show you how it was worked out.

11. Getting your deposit back

After the move-out inspection we refund the deposit plus interest, less any rent owing and the cost of repairing damage beyond fair wear and tear, within the period set by law. We give you an itemised statement with supporting invoices.

12. Renewal

We contact you well before expiry to ask whether you want to renew. If nothing is signed and you stay on with our agreement, the lease continues month to month on the same terms.

The Masked Rentals Pty Ltd · accounts@tm-rentals.com · +27 (021) 773 0867

© 2026 The Masked Rentals Pty Ltd. All rights reserved. Designed by The Masked House Pty Ltd (themasked.co.za)