

# STONE CAPITAL

Property Management Services

Management Prospectus 2025

info@stonecapital.co.za +27 74  
357 9663 stonecapital.co.za

## About Stone Capital Property Management

Stone Capital Pty Ltd is a South African commercial property firm headquartered in Sandton, Gauteng. We provide full-spectrum property management services to institutional landlords, private investors, and family offices across all 9 provinces. Our management mandate is built on three pillars: **NOI protection**, **proactive vacancy management**, and **technology-driven reporting**.

Unlike traditional managing agents, Stone Capital operates as an integrated service provider — combining property management with our in-house facilities division (cleaning, plumbing, electrical) and our BROCA-affiliated brokerage network. The result is faster tenant placement, lower vacancies, and cost-efficient maintenance delivery.

## Our Fee Structure

Stone Capital operates a transparent, performance-aligned fee structure. Our base management fee is **5% of gross collected rent**, with total mandate costs ranging from **5%–8%** depending on the scope of services required. This structure ensures our incentives are always aligned with yours.

SERVICE	BASIS	RATE
Base Property Management	Gross Collected Rent	5.0%
Tenant Placement (New Tenants)	First Month's Rent	50–75%
Lease Renewal Administration	Monthly Rent x 1	Flat Fee
Facilities Coordination	Included in Base	—
Arrears Recovery (Success)	Amount Recovered	10%
Project / Capex Management	Project Value	5%
SCAIP Monthly Reporting Portal	Included in Base	—

Annual Portfolio Valuation Report	Per Property p.a.	R3 500
Legal / Eviction Coordination	Cost + Admin	At Cost

All fees are subject to VAT at the applicable rate. Fees are negotiable on portfolios exceeding 20 units or R50M in asset value.

## Full-Mandate Services Included

<b>Tenant Vetting &amp; Placement</b>	Rigorous financial vetting, credit bureau checks, CIPC director verification, lease negotiation and onboarding. We begin marketing 90 days before lease expiry.
<b>Lease Administration</b>	Full lease drafting (STBB/Schindlers templates), renewal negotiations, CPI-linked escalation management, breach notices, and lease surrender administration.
<b>Rent Collection &amp; Arrears</b>	Electronic invoice generation, collections via trust account, statement reconciliation, and a structured arrears escalation process including demand letters and legal referral.
<b>Financial Reporting (SCAIP Portal)</b>	Monthly income statements delivered by the 5th. Includes gross income, collections, net income, maintenance spend, and YTD tracking. Available 24/7 on our owner portal.
<b>Facilities &amp; Maintenance</b>	Vetted panel of plumbers, electricians, HVAC technicians, and general contractors — all employed or preferred suppliers of Stone Capital's in-house trades divisions. 48-hour SLA on all reactive maintenance.
<b>Vacancy &amp; Marketing (BROCA Network)</b>	Active listing across all major SA portals (Property24, Commercial Property SA, Private Property) plus direct placement via our BROCA broker network ensuring your property reaches active tenants in the market.
<b>Compliance &amp; Risk Management</b>	COF, electrical compliance, fire clearance, and occupation certificate tracking. Insurance liaison and annual inspection coordination.
<b>Plumbing Services (In-House)</b>	All plumbing maintenance, geyser replacements, drain clearing, and leak detection handled directly by Stone Capital Plumbing. No mark-ups on preferred contractors.
<b>Drone Facade Cleaning</b>	High-rise and multi-storey exterior cleaning via our drone washing division. Keeps buildings presentable to prospective and existing tenants.
<b>Strategic Advisory</b>	Quarterly portfolio reviews, rental benchmarking against comparable properties, CapEx planning, and asset strategy recommendations.

# SCAIP — Our Proprietary Owner Portal

The Stone Capital Asset Intelligence Platform (SCAIP) is our proprietary cloud-based property management portal. Every owner on our management mandate receives secure access to a real-time dashboard showing their property's financial performance, maintenance history, and tenant status.

FEATURE	DETAIL
Live Financial Dashboard	Real-time income, collection rates, NOI and cash flow by property
Monthly Report Auto-Delivery	PDF reports delivered to your inbox on the 5th of every month
Maintenance Tracker	All job cards, contractor invoices and completion photos in one place
Arrears Dashboard	Tenant-level arrears ageing, demand letter status, and legal stage
Document Vault	Leases, COFs, inspection reports, and compliance certificates stored securely
Rental Benchmarking	Your rental rates benchmarked against comparable properties in the node
CapEx Planning Module	Multi-year CapEx forecasts and planned maintenance scheduling
Mobile Access	Full access via the SCAIP mobile app (iOS and Android)

## The BROCA Advantage — Active Market Exposure

Stone Capital is an active member and participant in the BROCA (Broker Community of South Africa) professional property network. This affiliation gives our managed properties direct exposure to the active broker community — the fastest route to placing qualified tenants.

When a vacancy arises on any property we manage, it is immediately listed across all major portals AND circulated to our BROCA broker contacts. Active brokers with pre-qualified tenants get first access. The result: average vacancy periods well below the South African commercial average.

## Why Stone Capital?

Traditional Managing Agent	Stone Capital
Outsourced maintenance — mark-ups apply	<b>In-house plumbing &amp; facilities — cost-price</b>
Portal reporting (if any)	<b>SCAIP — real-time owner portal + monthly PDFs</b>
Reactive marketing on vacancy	<b>BROCA exposure starts 90 days before lease-end</b>
Single point of contact	<b>Dedicated portfolio manager + trades team</b>
Management only	<b>Management + Facilities + Brokerage + Materials</b>

Standard fee structures

5% base — fully transparent, performance-aligned

## Get in Touch

<b>Stone Capital Pty Ltd</b> Little Fourways Office Park Cnr William Nicol & Leslie Avenue Sandton, Gauteng 2191	<b>Direct Line</b> +27 74 357 9663  <b>Email</b> info@stonecapital.co.za	<b>Web</b> stonecapital.co.za  <b>Management Portal</b> portal.stonecapital.co.za
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