**PAIA MANUAL FOR REALGLEN PROPERTIES**

Promotion of Access to Information Act (PAIA) Manual

1. Introduction

This manual has been prepared by Section 51 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) ("PAIA"). The purpose of this manual is to guide how to request access to information held by Realglen Properties ("Realglen") and to outline the procedures for processing such requests.

1. Contact Details

Name of Private Body: Realglen Properties

Head: Gertruida Maria Magdalena Stoffberg

Physical Address:2 Braambos Road, Glen Marais 1619

 Postal Address: P.O. Box 0210 Glen Erasmia 1638

Telephone: 011 9728648

Email admin@realglen.co.za

Website: www.realglen.co.za

1. The Guide to the Act

The South African Human Rights Commission (SAHRC) has published a guide regarding Section 10 of PAIA. This guide contains information on PAIA and is available on the SAHRC website at [Website URL]. A copy of the guide can also be obtained from the SAHRC.

1. Access to Information

4.1 Categories of Records

Realglen Properties holds the following categories of records:

* Financial records
* Employee records
* Property records
* Contracts and agreements
* Marketing and promotional materials
* Correspondence and communications
* Legal records
* Policy and procedure documents
* Other records as required by the business operations of Realglen Properties

Please note that this list is not exhaustive, and other categories of records may exist.

4.2 Records Available by Other Legislation

Certain records may be exempt from disclosure in terms of other legislation. Realglen Properties will comply with any legislation prohibiting or restricting the disclosure of specific documents.

1. Requesting Access to Information

5.1 How to Request Access

To request access to information, please follow the procedures outlined below:

* Submit a written request on the prescribed form (Form C) as provided in Annexure B of PAIA or in a format that provides sufficient details to identify the record(s) requested.
* Provide sufficient details to enable Realglen Properties to identify the record(s) requested.
* Specify the form in which you would like to receive the information, if applicable.
* Provide your contact details for correspondence purposes.
* Submit the request to the Head of Realglen Properties using the contact details in Section 2 of this manual.

5.2 Prescribed Fees

A request for access to information may be subject to paying a prescribed fee. The fee structure is outlined in the Regulations to PAIA. The requestor will be notified of any applicable fees upon receipt of the request.

1. Processing of Requests

6.1 Timeframes

Realglen Properties will acknowledge receipt of a request within the timeframes prescribed by PAIA. The request will be processed, and a decision will be made within 30 days from receipt of the request. However, under certain circumstances, an extension of an additional 30 days may be granted by PAIA.

6.2 Decision on Requests

Realglen Properties will communicate its decision on the request for access to information in writing. The information will be available in the requested form, subject to any applicable fees if access is granted.

6.3 Grounds for Refusal

Access to information may be refused by the grounds for refusal set out in PAIA. If access is denied, the decision will provide reasons for the refusal and outline the process for lodging an internal appeal or complaint to the Information Regulator.

1. Internal Appeals and Complaints

Suppose a request for access to information is denied, or a decision is made that needs to be more satisfactory. In that case, the requestor has the right to lodge an internal appeal within 30 days of receiving the decision. The request should be submitted in writing to the Head of Realglen Properties, who will review the decision and provide a response within 30 days.

Suppose the requestor still needs to be satisfied with the outcome of the internal appeal. In that case, they may complain to the Information Regulator about the procedures set out in PAIA.

1. Availability of the Manual

A copy of this PAIA manual will be made available on the Realglen Properties website at [Website URL]. Additionally, a printed copy of the manual can be obtained by contacting the Head of Realglen Properties using the contact details provided in Section 2 of this manual.

1. Review of the Manual

This PAIA manual will be reviewed and updated as required to ensure compliance with legislative changes and to reflect any changes in the information held by Realglen Properties.

Date of the Last Review: 6th July 2023Next Review Due: 6th July 2024

1. Annexures

The following annexures are attached to this PAIA manual:

* Annexure A: Prescribed Form C - Request for Access to Record(s)
* Annexure B: Guide on How to Use the Promotion of Access to Information Act, 2000

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This PAIA manual is prepared by the requirements of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000). It serves as a guide to accessing information held by Realglen Properties.

ANNEXURE A: PRESCRIBED FORM C - REQUEST FOR ACCESS TO RECORD(S)

Date:

To: Mrs. GMM Stoffberg

 2 Braambos rd

 Glen Marais

 1619

 Per email: admin@realglen.co.za

Subject: Request for Access to Record(s) under the Promotion of Access to Information Act (PAIA)

Dear Mrs. Stoffberg,

I, [Your Full Name], hereby request access to the following record(s) held by Realglen Properties, by the provisions of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000):

1. Description of Record(s) Requested: [Provide a clear and specific description of the record(s) you are requesting access to.]
2. Form of Access: [Specify whether you prefer to access the information in a specific format, such as electronic or hard copy.]
3. Personal Details: Full Name: [Your Full Name] Contact Address: [Your Physical Address] Postal Address: [Your Postal Address] Contact Number: [Your Contact Number] Email Address: [Your Email Address]
4. Motivation or Background for the Request: [Provide a brief explanation of the reason for your request, including any relevant context or background information.]

I understand that there may be prescribed fees associated with this request, and I hereby undertake to pay any applicable fees as per the regulations under PAIA.

Please acknowledge receipt of this request in writing and inform me of any applicable fees. Kindly respond to this request within the timeframes prescribed by PAIA.

Should you require further information or clarification, please do not hesitate to contact me using the contact details above.

Yours sincerely,

[Your Full Name] [Your Signature]

[Note: Attach any supporting documents or identification if required.]

ANNEXURE B: GUIDE ON HOW TO USE THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000

The Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) ("PAIA") provides individuals with the right to access information held by public and private bodies. This guide aims to assist you in exercising your rights under PAIA when seeking access to data from Realglen Properties.

1. Understanding PAIA

PAIA was enacted to promote transparency, accountability, and effective governance by granting individuals the right to access information held by public and private bodies. The Act aims to balance the right to access information and the protection of certain legitimate interests.

1. Key Definitions

To effectively utilize PAIA, it is essential to understand the following key terms:

* "Information Officer": The designated person within an organization responsible for receiving and processing information requests.
* "Head of the Private Body": The highest-ranking official of a private body who ultimately holds the authority and responsibility for compliance with PAIA.
* "Record": Any recorded information, regardless of its form or medium, held by a private body.
1. Making a Request for Access to Information

To request access to information held by Realglen Properties, follow these steps:

Step 1: Prepare a written request - Use Form C (Request for Access to Record(s)) provided in this PAIA manual as Annexure A. Alternatively, you may submit a request in a format that provides sufficient details to identify the record(s) requested.

Step 2: Provide sufficient details - Clearly describe the record(s) you request access to, providing as much specific information as possible to assist Realglen Properties in identifying the record(s).

Step 3: Specify the form of access - If you prefer to access the information in a specific format (e.g., electronic or hard copy), state your preference in the request.

Step 4: Personal details - Provide your full name, address, postal address, contact number, and email address. This information is necessary for correspondence purposes.

Step 5: Submit the request - Send your request to the Head of Realglen Properties via registered mail, email, or hand delivery. Retain a copy of the request for your records.

1. Processing of Requests

Realglen Properties will process your request as follows:

Step 1: Acknowledgment of receipt - Realglen Properties will acknowledge receipt of your submission within the timeframes prescribed by PAIA.

Step 2: Decision on the request - Realglen Properties will decide on your request within 30 days from receipt unless PAIA grants an extension.

Step 3: Communication of the decision - In writing, you will be informed of the decision on your request. If access is granted, the information will be available in the requested form, subject to applicable fees.

1. Charges

Access to information may be subject to the payment of a prescribed fee. The fee structure is outlined in the Regulations to PAIA. Realglen Properties will inform you of any applicable fees upon receipt of your request.

1. Internal Appeals and Complaints

If your request for access to information is denied or the decision is unsatisfactory, you can lodge an internal appeal within 30 days of receiving the decision. The appeal should be submitted in writing to the Head of Realglen Properties. The Head will review the decision and respond within 30 days.

If you are still dissatisfied with the outcome of the internal appeal, you may complain with the Information Regulator by the procedures set out in PAIA.

1. Access to Information Guide

For more detailed information on using PAIA and exercising your rights to access information, the South African Human Rights Commission (SAHRC) has published a comprehensive guide. The guide provides step-by-step instructions and additional information to assist you throughout the process.

You can access the guide on the SAHRC website at [www.sahrc.org.za](http://www.sahrc.org.za). Alternatively, you can obtain a copy of the focus from the SAHRC.

Remember, the guide is a valuable resource clarifying your PAIA rights and obligations.