



FROM THE TRUSTEES FEBRUARY 2019

ANNUAL GENERAL MEETING:

As we are fast approaching the AGM, we wish to repeat the article posted in last month's Newsletter:

The AGM has been set down for 27 March 2019. As prescribed, the financial statements and annual reports will be sent to all homeowners timeously.

We wish to emphasize that it is in the interest of all members of the Homeowners' Association to attend the AGM, or provide a valid proxy, as the decisions reached will invariably affect all homeowners.

HOA members who feel they have a particular skill or qualification or just a keen interest that can benefit the estate, are invited to partake in the nomination process to be elected as a Trustee. An effective Trustee Committee means an effective estate.

On 4 March 2019 the AGM information packs, consisting of the agenda, minutes of previous AGMs, Financial Statements (Audited Feb 2018), the outgoing Trustees' Report, Nomination Forms for new Trustees and Proxy Forms will be posted to all homeowners.

This year, homeowners will receive minutes of two previous AGM's, as the minutes of the 2017 AGM were not accepted and needed to be amended. It was pointed out at the 2018 AGM that FTTH (fibre-to-the-home) was discussed at the 2017 AGM, which was not reflected in the minutes. This was changed and subsequently will be presented for acceptance together with the new 2018 AGM minutes.

Although some homeowners have complained and stated that the proxy forms are abused, it must be noted that these are a very important way for absent homeowners to exercise their democratic (and constitutional) voting rights. Homeowners who cannot attend the AGM due to not being within the greater Cape Town area on the day, have the full right to give their voting rights per proxy to any other attending member of their choice.

These proxy forms are to be submitted directly to the Managing Agent and the current trustees have no insight or control over such.

Whilst it would be the ideal to have ALL homeowners attend the AGM in person, this is understandably not always possible, and for this reason the constitution allows for voting per proxy. It is also important to note that homeowners' associations are not limited to two proxies per attending member, as is the case with Bodies Corporate (who operate under different legislature from HOA's). The number of proxies per attending member therefore has nothing to do with abuse, but rather the trust that the non-attending members place in such attending member to use their vote (obviously after studying the pre-sent AGM documents and expressing their stance on any voting matter).

Some members have also complained that trustee members are simply 'reinstated' year after year. This is not correct. On the day of the AGM, the term of sitting trustees terminates. Nothing, of course, prevents previous trustee members to be nominated again (by a minimum of three members). As there are seven trustee portfolios (which are briefly described later in this Newsletter), it is possible to appoint all nominees without voting, should only seven or less nominations be received. Should more than seven nominations be tendered, a vote will be required.

Members have the right to add agenda points up to 48 hours before the AGM. It is important to note that no new agenda points will be added after the 48 hour deadline and no discussions will be allowed outside of the agenda at the AGM.

The AGM will commence at 19:00 on 27 March 2019 in the Suider-Strand church hall, as usual.

<p><u>INFORMATION MEETING:</u></p> <p>As it has happened in the past that Annual General Meetings can become heated and focus lost on the true purpose of the meeting, it is the wish of the Estate Manager to conduct a questions-and-answers session two hours before the AGM, thus from 17:00 to 19:00 in the same venue.</p> <p>This meeting will not form part of the AGM, but might be opportune as several members have adjusted their schedules to be available for AGM later the same evening.</p>	<p>There will be no agenda for this meeting, and members are invited to engage with the Estate Manager on any estate related matter. As the tenure of sitting trustees has ended that same day, no trustees will attend the meeting. Outgoing trustees are welcome to attend however in their capacity as members.</p> <p>It is the hope of the Estate Manager that truthful and transparent answers at the information meeting will lower temperatures at the AGM and focus its attention on strategic future planning.</p>
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<p><u>FACIAL RECOGNITION (FR) REGISTRATION:</u></p> <p>To date, we have registered just over 300 residents at a rate of approximately 40 per day. We do encourage residents to visit the Greenways office for the FR registration. It really only take a minute. Please remember to bring any form of identification when you visit the office.</p> <p>Residents will have noticed that some of the FR cameras have already been installed at the entrance gates. Further installations are in progress to cover all entrances (residents' and visitors' entrances, exits and pedestrian pathways).</p> <p>Until all cameras have been installed, the system will not be activated. We envisage this to occur at the end of March 2019. At the time of activation, the vehicle booms will open for registered residents – who merely have to look into the FR camera. As we need to register close on 6000 persons, we will retain the existing biometric (fingerprint) system until all persons have been successfully registered on the FR system. At that time (which we foresee to be within approximately seven months), we will remove the old Sagem biometric system.</p> <p>We acknowledge the fact that many residents are not able to visit the Greenways office during normal office hours, and will in the near future communicate dates and times when the office will be open after normal office hours to assist such residents.</p>	<p>Residents who fail to register at all, will not be denied access to their residences, although they will be subjected to a scanning procedure similar to visitors to the estate; following which we trust they will visit the office to register for the far simpler (and far more secure) process of FR access.</p> <p>Some residents have enquired whether they would to remove their sunglasses. In the tests we have conducted, the FR system did indeed recognise test subjects with and without sunglasses. The system 'maps' not only the eyes, but indeed a triangle of eyes, nose and mouth. The scanning is at approximately two meters length in wide angle and will read drivers in both high-riding SUV's and in low-profile sports cars. A little bit of Botox or changing hair colour should not be a problem (on a lighter note).</p> <p>We would however ask for the indulgence of motorbike riders with full-faced helmets – or any other method of full-face cover. Should such residents not be willing to briefly display the 'triangle' needed by the FR camera, they will unfortunately have to be scanned via the existing VACPAC (vehicle access control/people access control) system, similar to visitors.</p> <p>We do request that our foreign owners (swallows) visit the Greenways office before they depart for warmer climates, as the biometric system may be decommissioned by the time they return.</p>
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SOET RIVER:

We have received the laboratory results from the Soet River water sample, and the analysis is worrying.

Whilst the results show reasonably high salt and chlorine content, we understand it to be within the scope of the municipality’s treatment of the river upstream.

What is worrying is the far higher than usual (compared to previous tests) presence of bacteria, coliforms and E.coli. The high presence of E.coli, in particular, may be indicative of recent faecal contamination and may further indicate the possible presence of disease-causing pathogens.

Although most strains of Escherichia coli (E.coli) are harmless, certain strains, such as E.coli O157:H7, may cause illness.

We have escalated the test results, under our most urgent request, to the City of Cape Town Directorate for Infrastructure Maintenance (who is responsible for natural waterways), the City of Cape Town Environmental Management and the State Veterinary Laboratory for urgent intervention.

Until further test results show a remarkable improvement to acceptable norms, we will not irrigate from the river and also urgently advise residents to avoid contact with the river water. Whilst we will clean the litter from river surface as far as possible with the limited protective clothing we have, we will not send our workers into the river to clean the river bed until the river has been declared safe to do so.

FUNDRAISER:

Following on the article in our previous Newsletter regarding the campaign to raise funds to build additional ablution facilities for people with disabilities, we have received some resistance from homeowners. It was stated that the Clubhouse already has such a facility and that funds should rather be raised to erect a roof over the restaurant veranda.

It deems mentioning that with the new Municipal Planning By-Law, 2015, public buildings are compelled by law to provide ablution facilities for people with disabilities on each level. With the existing facility at the ground level, we HAVE to provide same on the restaurant/office level.

We have, indeed, also looked at the possible conversion of the existing restrooms at the same level, but cannot effect such conversions due to the limitation of available space. Ablution facilities for people with disabilities have prescribed dimensions which will not fit in the existing restrooms without severely affecting the usability of the restrooms.

Considering budgetary constraints, the HOA is not able to erect a roof over the restaurant veranda at this time and we hope the umbrellas and gazebos supplied will suffice until such time that funds are available.

With the fundraiser to build additional ablution facilities for people with disabilities, no pressure is put on the budget, and we again ask for kindly financial contributions. Deposits can be made into the dedicated account: ABSA, Somerset West, Investment account 9345 796 052 using your levy account number for reference purposes.

TRUSTEE PORTFOLIOS:

Financial Management:

Monitors the financial standing of the Home Owners’ Association and reports to the Board and Estate Manager regarding cash-flow forecasting, income streams, out-going expenses and the overarching strategic management of the Association’s financial resources.

Human Capital and Policy Management:

Maintains and enhances the Home Owners’ Association human resources by evaluating and improving employee relations and human resources policies, programs and practices.

Security Management:

Oversees the protection of the physical and intellectual assets of Greenways Country Estate and ensures proper security and safety measures are in place.

Administration Management:

Improve processes and policies, manages administrative staff and leads long term organizational planning.

Gardening and Maintenance Management:

Manages and oversees the activities of landscaping and grounds-keeping crews as well as building maintenance.

Public Relations & Communication Management:

Manage the relationships between the Home Owners' Association and internal and external parties by building a strong communications network that will ensure good relationship with the general public and rising awareness of Greenways Country Estate and its brand.

Legal and Contract Management:

The management of contracts concluded with customers, vendors, partners, or employees. Negotiating the terms and conditions in contracts and ensuring compliance with the terms and conditions, as well as documenting and agreeing on any changes or amendments that may arise during its implementation or execution.

POSTAL SERVICES:

The Greenways office continues to receive large numbers of notices to collect parcels from the local post office. These notices are addressed to street addresses in the estate, and as no post is delivered to homes, the postal officials deliver same to the office.

Although the Office Manager (Ursula) tries her best to contact the owners and then leave the slips in the post box outside the office, many owners do not collect the slips.

Residents are urged NOT to use their street addresses for deliveries, but rather to use their Greenways post box number. Should you require a post box, please visit Ursula and she will be happy to assist you.

PETS IN THE ESTATE:

Barking dogs, stray cats and persons not picking up after their pets continue to be a daily cause of complaint.

This is a minor, albeit constant, matter clogging up the tables of estate management and we again urge pet owners to please be considerate.

A gated community is, by definition, a close-living environment where pet nuisance can be most unwelcome. Owning a pet brings responsibility not only towards the animal, but also towards your neighbours.

Please be considerate!