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Fibre To The Home



With all of the backbone fibre, fibre splitters and drop-fibres to the homes completed, the installation team from Village Connect (sub-contractor of Telkom) are tirelessly continuing to install the Optic Network Termination (ONT) boxes in the homes. At this stage almost 30% of the estate has been fitted and is on-line.

Because of the huge backlog, the Trustees have granted the installers permission to work past the date when the estate normally closes for contractors (i.e., 15 December) in order to connect as many homes as possible before the year is out. They will however cease their operations between 23 December 2017 and 5 January 2018 to be with their own families.

Many questions have been asked concerning the 'orders' and the 'free promotion' offer.

To differentiate, it is important to note that the Greenways HOA has only ONE order; which is a bulk order for the installation of an intercom in each home. This bulk order has already been placed and residents need not 'apply' for the intercom service. In order to activate the intercom service however, an ONT needs to be installed in each home, which then allows the residents to add additional orders of their choice. Typically these orders will be for a 'voice' service (for those who do not yet have a Telkom landline) and 'data' service which will allow internet usage.

These additional orders need to be placed by the homeowners themselves and is a direct contract with the service provider. Greenways HOA do not get involved in these additional orders at all. We have however, uploaded the order application form onto the Greenways website for easy reference (click on News and Info).

The second question pertains to the 'free promotion', in which Telkom initially offered two months high speed/high data. In a previous communiqué from the Greenways office (dated 19 September 2017), it was reported that Telkom has recalled the 'free promotion' in August 2017 and instituted a deal in its place by offering the first two months of any data contract free. The pending 'data' orders received prior to August 2017 are however still honoured.

In the same communiqué, it was reported that Telkom has established a specific Call Centre dedicated only to gated communities (telephone number 0800 111 250) where homeowners can be assisted with enquiries and also conclude an 'e-contract' for any additional orders.

Once all the ONT's have been installed, homeowners will receive an additional handset specifically for the intercom service. The intercom is a PABX (private automatic branch exchange) system with a four-digit number specific to each home unit. These numbers will be randomly issued by Telkom, together with certain 'quick-dial' numbers (to the Security Control Room, Entrance Gates and the Greenways Office, for instance). These will be communicated to members once the allocation has been done.

As stated previously, all inter-estate calls via the intercom system are free of charge. Residents who desire a telephone service outside of the estate, need to place a separate 'voice' order with Telkom. If you have an existing voice service, this will be activated at the same time as your internet service.

Many enquiries have also been received, particularly from our 'swallows', regarding the option to order voice or data packages on a month-to-month basis. Whilst this is indeed possible, and also indicated as an option on the order form (albeit at a slightly higher cost), Telkom is busy introducing a new 'hibernation service'.

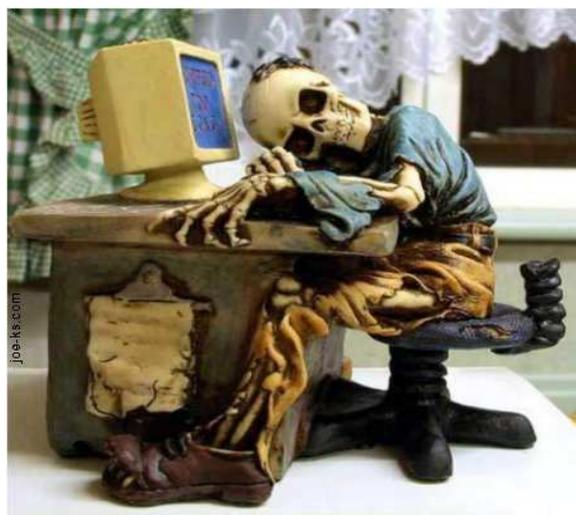
With the hibernation service, the homeowner merely needs to inform the Telkom Call Centre of when they will leave and when they return, following which Telkom will reduce the contract package to the lowest option (4Mbps+40GB softcap) – obviously at the reduced rate.

This reduced package will then still allow IP security cameras to function, and guests having an internet service.

As an added benefit, Telkom is also considering an IDS (integrated data service), which will allow the holders of capped data contracts to receive five additional sim cards, all drawing data from the single contract. Mom, Dad and three kids could thus all draw mobile data from one contract.

As soon as we have more information on the hibernation service and the IDS, the Greenways office will send out another communiqué.

In the meantime, many of us still have to wait for our 'orders'.



'Swallows' Welcome Home



Once again, we welcome back all of our 'swallow' residents.

Your continued support of South Africa in general, and Greenways in particular is highly appreciated!

We hope your summer stay this year will be safe, memorable and highly enjoyed. Tan a lot (apply sunscreen) and drink lots of red wine (don't drive).



Good to have you back.

Holiday Rentals

In view of quite an increase in short-term letting, and particularly with the ever-increasing Airbnb phenomenon, it was inevitable that the authorities would start to look into the matter.

Whilst the Greenways House Rules regulating short term rentals still remain as they are (House Rules 13.4 and 13.5), the City of Cape Town has issued a cautionary notice stating that unless a property is formally zoned and registered as a guest house, hotel or boarding house, any short term letting could be in contravention of the Municipal Planning By-law.

In the same cautionary notice the City advises that owners who like to make any portion of their property available for short term letting are to first consult with their local land use planner to determine what land uses are permitted under the zoning of their property; and what land use application may be triggered.

One can appreciate that Airbnb letting does pose a potential security risk, especially where owners are not living there themselves, just letting out their homes and giving keys to one set of visitors after another.

A further cautionary notice was issued recently by a company providing insurance, stating that Airbnb letting is regarded as being a commercial activity similar to running an ordinary guest house or hotel, meaning that they would have to apply a commercial rate of insurance.



They stated further “*standard residential risk policies do not provide for loss of business income/revenue in event that a unit may become uninhabitable following fire or some damage event. Airbnb or short term holiday accommodation is not considered as a residential risk and therefore may not enjoy favourable premium ratings.*”

Quite clearly then, problems could arise at claim stage, where damages arise to units that are commercially occupied but benefitting from incorrect premium ratings.

Apart from enforcing our own House Rules (at least until statutory regulations may change), the Greenways HOA similarly wishes to caution homeowners wishing to partake in Airbnb or short-term holiday accommodation. Check with the local authority and your insurer and stick to our House Rules!

Swimming Pool



(The well point water was clinically tested at BemLab and is suitable for swimming pool top-up).

Due to the water restrictions, we could not top up the communal swimming pool with potable water and had to close it.

We have however opened up an old well point next to the 9th green and invested in a water extraction system which will allow us to effect a limited top up of the swimming pool. We will thus open the swimming pool soon (hopefully before the end of November).

As the resource is limited, we have to ask for no excessive splashing or ‘bombing’.

Chairman's Golf Day

It is that time of the year again!

The Chairman's Golf Day will take place on Saturday 2 December 2017. Apart from the normal 4-ball alliance competition, we will have wine tasting from the Waterkloof Wine Estate, a mini-market with a variety of items for sale, sponsored holes, great prizes and loads of fun.

You are invited to bring your teams to partake in this completion, sponsor a hole (or two) or donate prizes for our golfers.

The cost of sponsoring a hole is a mere R600 (although we will accept anything up to R1'000), while the entrance fee for players is a ridiculously low R250 per player.



Bring your teams. Bring your family (it's always good to have your own supporting fan-club).

Our restaurant will have lots of snacks and beverages on sale to make your day most enjoyable. Put your money where your mouth is and show us how good a golfer you actually are.

Security



Several security upgrades within the estate, Security Control Room and perimeter fencing have been completed or are still in progress to enhance this feature within Greenways. However, we wish to remind owners that no security measures provided can be 100% fool proof and it is up to each individual to be diligent with regard to this aspect.

Only by working together can we prevent criminals from collecting their 'holiday bonuses'.

Festive Greetings

Finally, we wish all of our residents a very happy and blessed Festive Season. May you enjoy family and friends and stay safe!



Festive Season Office Hours

Monday	18 December 2017	08h00 to 14h00
Tuesday	19 December 2017	08h00 to 14h00
Wednesday	20 December 2017	08h00 to 14h00
Thursday	21 December 2017	08h00 to 14h00
Friday	22 December 2017	08h00 to 12h00

Monday	25 December 2017	Closed
Tuesday	26 December 2017	Closed
Wednesday	27 December 2017	08h00 to 14h00
Thursday	28 December 2017	08h00 to 14h00
Friday	29 December 2017	08h00 to 12h00

Monday	1 January 2018	Closed
Tuesday	2 January 2018	Closed
Wednesday	3 January 2018	07h45 to 16h30.

Normal office hours resume from Wednesday 3 January 2018.

Trustees: Antonio Abrantes (Chairperson), Monika Fourie (Vice Chairperson),
Barbara Esterhuyse, Loutjie Smit, Johan Verwey

Management Team

Estate Manager	Collin Sherriff
Assistant Estate Manager	Ursula Snyman
Maintenance Manager	Johan Swanepoel
Grounds Manager	Ebrahiem Jacobs
Security Manager	Gareth Peer

Address: Greenways Unit 4050, Beach Road Strand, 7140 ; Tel. 021 8533889 ; Fax. 021 8530321
Email. admin@greenwaysestate.co.za ; Web. www.greenwaysestate.co.za