



NOTICE 30/20

17 June 2020

Dear Homeowners,

ARABELLA STRATEGY/BUSINESS PLAN

You will recall that we have embarked upon a renew and update of the business plan for the estate in light of the uncertainty we live in and the potential new risks we are facing.

As shared with you before, we have identified more than 100 risks which, after more work since then, we now have grouped together under the following headings:

1. Interdependency - HPF & HOA
 - a. Marketing/sales/Social media plans not exploiting the value proposition of this estate comprehensively
 - b. South Africa enters a lengthy recession
 - c. Hotel/golf course closed/deteriorates for a long period of time
2. Estate engagement methodology
 - a. Communication media/format/style
 - b. Infrequent engagement with management
 - c. Low level of community activities & support
 - d. Delink from our communities
3. Decrease in income to HOA
 - a. Utilities
 - b. Costs impact
 - c. Effectiveness of our services
4. Safety & Security
 - a. Industrial/labour industrial action. Strikes/Security implications
 - b. Socio-economic circumstances
 - c. High prevalence of Covid-19 infections on estate

The workgroup (as identified before) involved a few more homeowners to assist them in the process to developed draft initiatives to mitigate these risks. The following additional homeowners also participated:

Steve Argyle
Keith Baughan
Bill Cuthbert
Lou-Anne Lubbe
Marlene van Jaarsveld
Doro Wiederhold

We also contacted a few others but they had other obligations.

The next step will be to propose to the ARMC which initiatives we would like to proceed with – obviously driven by the following criteria:

Impact and value to the homeowners

Cost of implementation

Workload and availability of resources (see below)

A sincere appreciation for the time and effort devoted by all members of the team and additional members co-opted thus far.

Please indicate if you would like to apply your expertise and participate in any of the areas mentioned above.

Also herewith attached you will find the results of the survey conducted in May for your information. We had a rather low response rate but trust the results are still a fair reflection.

ENTRY PRO APP

The EntryPro App has been updated and now includes the below features:

All new Tiled Menu for easy access to all features.

- Biometric and Facial Recognition. Used for quick and easy way to log in to the App (only Smartphones with these capabilities will have this feature).
- Remember my Pin. This feature will allow for quicker login.
- My Home Location. Set your GPS coordinates by standing in your driveway and send them with messages when sharing codes with visitors from the App.
- Share My Last Code. Quick easy feature to share the code you created with your visitor.

Reminder No-Touch System

- To further reduce the possibility of transferring the Covid virus we have installed a no- touch system enabling all biometrically registered users to enter and exit the Estate without having to use their finger on a reader.
- Below you can find the links for the download of the App on both the Google Play store and the Apple IOS store as well as a link for a video tutorial.
- IOS: <https://apps.apple.com/za/app/entry-pro-2020/id1500575248>
- Android: <https://play.google.com/store/apps/details?id=com.shaw.Entrypro>
- (Note: The App store search parameter is “entrypro2020” with no spaces)
- The link for the YouTube tutorial video:
- <https://www.youtube.com/watch?v=VoXY2-kknhl>

Stay safe.

Dirk Uys

FROM THE GOLF COURSE

We will return to normal as before lockdown, home owners are welcome to walk on the course before golf starts at 08:00, please remind home owners to keep dogs on leads and to clean up after their dogs. The course closes at 17:00 each day so late afternoon walks will also be permitted.

I would also like to offer non-member homeowners the opportunity to play at the discounted members guest rate of R535 green fee.

Just as we are allowed back some of us need to return to the confines of isolation, unfortunately our head teaching Pro Andre Loots has tested positive for the virus, he received the results this morning.

Andre strongly suspects contracting the virus from a visit to EOGA headquarters on 10 June. Andre’s only visit to the golf club was pre-opening on Sat 13 June where he was part of a short meeting with myself and the members forum, we have therefore gone into isolation immediately and will remain isolated until Sat 27 June. The clubhouse facility including rest rooms and golf carts will be professionally disinfected today.

The members forum, Arno, Jean and myself have been in close proximity to many players over the past 2 days so if you are one of those persons please take any symptoms very seriously, saying that none of us who have been exposed to Andre are exhibiting any symptoms.

The golf course remains open with a stand in team to assist you, I ask that as members you assist them and any visitors we have to ensure we continue to deliver a great day at Arabella.

Mike Munro
Director of Golf