



Photo by : Lizette van Vuuren

Dear Homeowners

HOA

HOME OWNER QUARTERLY FEEDBACK SESSION Q2

At the quarterly information session held on 27 July 2022, Estate Management and the Committees updated the homeowners on work carried out during the second quarter. Also provided, information on plans for the next quarter, and facilitated questions, answers, and suggestions. Twenty four homeowners logged in via Zoom.

Topics covered were as follows:

1. Welcome
2. Executive Update
 - Financial Result
 - Governance Structure
 - Business Plan Update
 - Levy Equity Agreement
3. HOA Committee & Trust Feedback
 - ARMC
 - Security
 - Engagement
 - Marketing
 - Fauna & Flora
 - Aesthetics
 - Arabella HO Community Trust
 - Operational
4. Projects Update
 - Alternative Energy
 - Clubhouse
5. Q&A

A full set of the presented slides were distributed to all home owners prior to the meeting and a copy of the notes for the meeting will follow shortly. The date for the next session will be the HO Budget Session on 14 October 2022, venue and time to be advised in due course.

PROTECTION OF HOUSES AGAINST GOLF BALLS – NETTING AND SCREENING

We would like to remind home owners that should you need to protect your property against golf ball strikes, the process to do so is included in the Architectural Design Manual, an extract included below for ease of reference.

“17.10 Protection of windows against golf balls

Applications for screens and netting for the protection of windows to houses must be done as a building related application in terms of this design manual.

Windows are preferably to be protected with a nylon or steel mesh in fixed framed panels attached to the structure of the house:

- the frames of the panels and nylon or steel mesh should be painted black.
- the size of the panels should not exceed the size of the window by more than 100mm around the edges of the window opening to allow for fixing.
- where outward opening window sections make the use of fixed panels for protection impractical, free-standing netting is permitted.
- netting should be positioned no more than 1m from the affected window and should not exceed the size of the window opening by more than 300mm.
- netting should be securely fixed into a free-standing black steel frame, or attached to the roof overhang, the natural ground and/or into paving.
- netting should be black and not have openings smaller than 25mm x 25mm.
- cabling (steel or nylon) is required along the perimeter, as well as at regular intervals along the net, to ensure that it remains stretched taut at all times.
- where netting on the owner’s property affects the views or is visually prominent to the neighbours, consent from such affected neighbours is required.

“17.11 Protection of houses against golf balls - netting and screens

Where more substantial protection is required with netting and screens not on the homeowner’s property, such an application must be done in terms of the Landscaping Design Manual. Such an application must include the exact location on the common property, the height and extent of the proposed netting and some structural drawings confirming the stability of the netting structure.

The following principles will apply:

- Applications should include a tree planting plan, to, on the longer term, provide adequate protection. Netting should be viewed as an interim medium-term solution, with mature trees eventually replacing the netting. The positioning of netting should allow for sufficient room for tree growth.
- Where netting is erected on common property, consent from affected neighbours is required.
- Netting should not exceed 4m in height and should not exceed 10m in length. Should more protection be required, the netting should be staggered and erected in various segments, not exceeding the aforementioned parameters. Applications for netting higher than 4m will be treated as a departure to the requirements and will have to be appropriately motivated.
- Netting support structures are to be constructed with steel and painted black.
- Netting should be black and not have openings smaller than 20mm x 20mm and not larger than 30mm x 30mm.
- Cabling (steel or nylon) is required along the perimeter, as well as at regular intervals along the net to ensure it remains stretched taut at all times.
- Confirmation that the structure is sound and will withstand high winds is required from a structural engineer. Stay wires and other support cables might be required to ensure the stability of the structure.
- Stay wires and anchors which may create a tripping or safety hazard should be appropriately marked. Planting shrubbery next to stay wire anchors may assist to create hazard protection.
- Maintenance to the netting structures will remain the responsibility of the applicant.”

ISO14001 COMPLIANCE

We are proud to announce that the estate underwent the annual external ISO14001 audit and the result was a clean audit and remains the only residential estate in South Africa that is ISO 14001 certified.

This confirms the Estate's continual adherence to the highest standard of environmental management.

ISO 14001 is an internationally agreed standard that sets out the requirements for an environmental management system. It aims to improve the environmental performance through more efficient use of resources and reduction of waste, as well as identify, manage, monitor and control environmental issues in a "holistic" manner. In line with all ISO management system standards, ISO 14001 includes the need for continual improvement of an organization's systems and approach to environmental concerns.

Strengths

- The willingness of the new Estate Manager to focus and learn the EMS requirements is a good indication of the commitment.
- The fact that the system could remain at a constant high level is clear indication that the Board and HOA staff take the EMS integration as part of the business.

Findings

- No non-conformances were raised but opportunities to improve the memorandum of Understanding with the Outsourced processes in order to ensure EMS improvement.

The system continues to provide the required level of control. The organisation's context is well defined, leadership has been effectively demonstrated and commitment levels are evident.

REMOVAL OF PINE TREES

We are sure that everyone has noticed the activity on the golf course related to the removal of Pines. This is due to the HOA and Golf Course commitment to remove Pines to ensure that we remain within our permit conditions from DFFE.

The HOA is still within these requirements but have removed 4 trees that were either diseased or could cause a risk to property. The Golf Course who were well over their permit allowance have removed 138 trees on the course and will continue to remove further trees on an ongoing basis. This is a huge undertaking and they are commended for their efforts.

We have made contact with an Arborist to carry out a site visit and identify any further problem trees and these will be addressed accordingly.

Fine Living!
HOA

Hotel and Golf

Dear Arabella Homeowner

I hope this email finds you all well.

The Team at Arabella Hotel Golf & Spa would like to thank you all for your continued support and also for kindly sharing constructive feedback with us on a continuous basis – much appreciated.

Please be advised that on 5th, 6th and 7th August 2022, Arabella Hotel Golf & Spa has been extremely fortunate in securing a large Group booking which has exclusively booked all rooms, venues and outlets in the Hotel. The Group has a large number of delegates and the Hotel will be running at maximum capacity. As a result, our Restaurant and Lounge menus will not be available during this period. The Golf Course and Golf Clubhouse will, however, be available as per normal to all Homeowners for food and beverage throughout the period mentioned above. The Hotel will resume to normal operations from Monday 8th August 2022.

We thank you in advance for your kind understanding and support. Please do not hesitate to contact me should you have any queries.

Kind regards,
Michael Phillipson
General Manager