

### ESTATE MANAGER'S ANNUAL REPORT – 2018

We have a small, efficient and wonderful team which shares a passion for the estate. Each member of the team has very clear responsibilities, and the delegated authority needed to carry them out.

The landscaping team from STM has been busy focusing on structured and programmed maintenance of the landscaped areas, reducing fire risk as well as on the conservation of our natural fynbos/renosterveld environment. More details on the projects completed and planned are set out in the Fauna and Flora Committee report.

Lane Civils, our maintenance contractor, has performed well during 2018. Our high standard of maintenance is still of tremendous value to our self-sustained estate, and the expertise and knowledge of the staff, place the estate at the forefront of service delivery. We have budgeted for Five Capex items in 2019.

Our security staff and systems are fully functional and executed by Imvula. For peace of mind and as a control measure, internal as well as external stress tests are carried out monthly on the security staff and systems. These results are discussed at the operational and security committee meetings. Furthermore, we have fortnightly Service Level Agreement (SLA) discussions to ensure performance and compliance to expectations and standards. We did experience a few security breaches in 2018, on which continuous feedback as well as a detailed summary presentation (mainly on all mitigating actions taken) was presented to home owners.

The Marketing Committee has again been very active over a wide front, as detailed in the committee's report. This exciting venture still assists with greater demand created (23 properties sold YTD) and Arabella's image enhanced. The funding model for 2018 has been similar in that HPF, the HOA and Pam Golding each contributed a third of the marketing costs.

Our first ISO Audit based on the new Standards was completed in June 2018. Although two minor findings and Opportunities for Improvement (OFI's) were raised during the audit, the system is effectively established, implemented and maintained. Recertification and transition to the new ISO 14001:2015 standard was achieved and the Board decided to continue with this accreditation. We thank our Environmental Officer, Michelle Wood and all the HOA team members who ensure that our documentation is in order, their training is up to date and their procedures are checked and updated on a regular basis.

Communication with home owners continues and the estate office tries to keep members informed of happenings on and around Arabella by means of home owner meetings, Notices, Arabella Life magazine, e-mail communication and the HOA portal. We are also active on our web blog, electronic newsletter as well as Facebook, Twitter and Instagram accounts.

With efficient management, our financial position is still very healthy. Lida Louw, our Accountant has performed well, ensuring that our financial administration and monthly financial reporting are up to date. As indicated already, a forecast profit of R109k against a budgeted profit of R19k (after Tax) is envisaged for 2018.

The Board's vision and strategic goals are being pursued and supported through our operational business plan. The HOA team assists in providing home owners and guests with a secure, tranquil estate within our unique biosphere of outstanding natural beauty.



In support of our 2023 forecast and planning for 2019, we have prepared a thorough operational budget as well as a specified and motivated capital expenditure schedule.

I wish to thank my team for their absolute commitment, their positive attitude, and for maintaining the high standards that keep us as a five-star estate.

My sincere gratitude also to the Board and all other committee members for giving their time to allow us to add value to the estate.

In closing, I wish you all a happy festive season and a very prosperous 2019.

Tranquil Living!

Dirk Uys  
Estate Manager