



FAQ's

How do we handle visitors when you are not on the Estate?

24 Hours prior to the arrival of the visitor/guest a completed Notice and Registration of Visitors/Guests form (included in this pack) must be submitted to the security control room by the home owner or consortia by e-mail aceadmin@mweb.co.za

On arrival the visitor/guest must notify the security officer of his name, plot number, where he/she will stay and for what period of time.

The visitor/guest must sign the "Notice and Registration of Visitors/Guests" form certifying that they accept the conditions therein. Other visitors will access the estate as per the normal process as stated in the "Access Control System" letter.

Can I rent out my home when I am not in residence/overseas?

It is the policy of Arabella Country Estate that no short term letting will be allowed on the estate. The minimum period is 6 weeks.

How do we get access to the Estate?

Visit the control room which is situated at the estate offices and a staff member will take your biometric data. For detail on the total procedure, please see Annexure attached.

How do I purchase prepaid electricity and what do I do if I am not on site?

Electricity can be purchased from the control room 24/7 in cash or being put on your levy account. Should you not be on site you can forward an e-mail to the estate office requesting the amount of electricity required and give permission to debit your levy account. A security staff member will then go to your house and load the electricity.

What do I do in the event of any emergency?

Contact the control room on 028 284 0123 or 028 284 9966
Or alternatively the Security Manager 071 284 3697

Who does the landscaping on my property?

It is the responsibility of the home owner to do regular garden maintenance. Please contact the estate office for details of current garden services operating on the estate.

What is the procedure if there is an issue with the infrastructure (electricity, water, sewage or refuse removal)?

Contact the control room on 028 284 0123 or 028 284 9966

When and how are levies payable?

Levies are payable in advance on the first day of each month. Home Owners normally receive their invoices (reflecting Levies for the next month and consumption billing of the previous month) by the 20th of each month. Levies can be paid by ETF or debit order.

What can I plant in my garden?

Only South African indigenous plants may be used, preferably those, which are endemic (Cape Flora). Endemic plants are better suited to local climate conditions and are also water wise. An approved list can be found as part of the Landscaping Guidelines. If in doubt, please contact the estate office.

What do I do if I want a domestic?

The estate office can provide names of domestics looking for work. You would need to register them at the control room.

What do I do if I want to leave a set of keys on site?

You can sign in a set of keys with instructions on who will be able to access it. The keys will only be signed out with your written permission

Why are there rules on the estate?

We are a mini-municipality and as rules and bylaws apply in normal municipalities so do we have to have a set of rules and guidelines to promote harmonious living and tranquillity for all.

How safe is it on the estate?

The estate has a substantial 24 hour security presence such as:

- *Electrified perimeter fence with beams*
- *Flir Cameras covering the lagoon frontage*
- *Security patrols*
- *Control room manned 24/7*
- *Security gate at estate entrance which is closed after hours*
- *Access control and cameras at estate entrance*
- *Biometric access control for contractors, domestics, etc.*

Although it is a very safe environment, personal and household security is however every home owner's own responsibility.

How does golf membership work?

Membership is done through the Golf Club.

What amenities are available to home owners on the estate?

The following are available

- *Pathway and Two Viewing Decks*
- *Fishing*
- *Hiking and Mountain Bike Trails can be found adjacent to the estate with fishing allowed on the Phase 2 property.*

At the Village Square you will find:

- *Tennis Courts*
- *Putt-Putt*
- *Children's play area*
- *Volley Ball*

On the Estate you will find:

- *Hotel*
- *Golf Course*
- *Spa*

Does the hotel offer special rates for home owners?

Home owners are entitled to discounts coupled to their membership of the Golf Club. Please contact the Hotel at 028 284 0000

Where do I purchase a wheelie bin?

Standard Wheelie bins can be purchased from the Boeremark, in Botrivier or any hardware store in Kleinmond. The Estate office can assist if required.

How and when is household and garden refuse collected?

Two refuse bags are supplied by the estate, black for household refuse and a clear one for recycling. The black bags must be placed in the wheelie bin and the wheelie bin placed on the kerbing by 07:00 on a Monday morning. Only

garden refuse placed in bags will be collected. Glass, paper and cork recycling bins are available at the estate office area. The frequency of pick up is increased over the December holiday period. Wheelie bins for household refuse and for recycling can be ordered through the estate office.

May I do alterations to my house?

Yes, but please refer to the relevant guidelines, (included in this pack). Should you have any queries you may rather contact William Lane the Maintenance Manager on 082 600 7265.

How is the estate managed?

There are three parties on the Estate, the HOA, The Golf club and the Hotel. The HOA Board is responsible for the overall management of the Estate and have five committees assisting/advising them. These are the Audit & Risk Management Committee, Security Committee, Marketing Committee, Fauna & Flora Committee and Aesthetics Committee. The day to day running of the estate is the responsibility of the Estate manager and HOA staff.

I have a question not covered above

Please contact the estate office during office hours or the Control Room on 028 284 0123 or 028 284 9966, 24/7.