



Photo: Lizette Manchest

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**HOA**

Dear Homeowner

### **DOMESTIC WORKERS TAXIS**

We have an agreement with a reliable mini bus taxi driver/owner to drop and pick up domestic workers in designated areas on the estate, once processed by security at the entrance. This will ensure that the domestic workers are dropped close enough to their place of work, and cause minimal disturbance to residents.

There will be two drops in the morning 07:00 and 08:00 and two pick-ups at 14:00 and 15:00. As is done when entering the estate the domestic workers will be processed before leaving the estate. Should the need arise for additional transportation, you will still be able to contact security who will address the matter accordingly, and send a golf cart. We request that you encourage your staff to make use of the taxi service.

This will further ensure that there is no need for domestic workers to walk. As the golf cart only seats 5 plus the driver, it takes some time between trips resulting in domestic workers having to wait for transport, sometimes in poor weather. This will also allow for a more comfortable trip especially during the winter months.

This will not only benefit the domestic workers and ensure that they arrive on time, but will also free up a security guard that could be carrying out other duties.

### **IRRIGATION SYSTEMS**

As the winter rains have arrived, homeowners should consider adjusting irrigation timers or turning them off altogether to prevent excessive irrigation of gardens.

## ISO14001:2015 EXTERNAL AUDIT RESULT

The HOA has been ISO certified since 2002 and we are still the only residential estate to be certified. We are very pleased to advise that the triennial external audit held on 21 and 22 April 2024 was successful and we received our recertification. This was made possible due to a wonderful team and their commitment to our environmental management system as well as the continued support by management and the Board.

### Audit Summary:

- The scientifically based continual improvement activities during this review period are of a very high standard to ensure the mitigation of identified significant business risks and operational impacts.
- The involvement and commitment of the Management Team of Arabella Country Estate towards the EMS is highly recommendable and supported by a competent and skilled Service Provider workforce.
- The EMS of Arabella Country Estate is developed and maintained based on the process approach, life cycle concept and the PDCA cycle.
- Arabella Country Estate context is well defined; leadership has been effectively demonstrated and commitment levels are fully evident and reflected in the levels of adherence to requirements and operational controls evident at Arabella Country Estate during the audit process.
- The availability of documented information to demonstrate that the system is well implemented and well understood throughout the organisation is acceptable.
- High level of effective operational controls maintained with objectives set on all levels for the further mitigation of significant impacts.
- Management of risk-based operational controls by the Residential Erven, Maintenance (Sewage Plant and Waste Management), Security, Golf and Landscaping Processes.

## WHATSAPP GROUPS

We would like to take this opportunity to remind homeowners of the various WhatsApp Groups on the estate.

### HOA Urgent Message Group – Admin - Michelle Wood

The aim of this group is to share urgent information with Arabella homeowners and is the only official HOA WhatsApp Group. If you are not receiving these messages, please advise Michelle at [admin@arabellaestate.co.za](mailto:admin@arabellaestate.co.za)

### Arabella Community Info Group: Admin - Linda Paynter

The purpose of this group is:

1. For the EC to communicate details of HOA events
2. For members to request and share recommendations on service providers (note: unsolicited 'advertisements' should be posted on the Arabella Marketplace WA group)
3. To share relevant and verified information which is helpful to Arabella residents

### Guidelines

- This is not a 'chat' group. Posts which do not comply with the above will be removed
- Any religious, racial, political or abusive content will be deleted
- Please reply to posts privately/directly unless it is beneficial to the entire group
- Please report any HOA matters to the Office
- This group is administered by homeowners, who may not be available at all times

### Arabella Activities Group: Admin - Heather Hanson

This is a forum for advising Arabella residents about activities you would like to share, eg sports activities, games, music, art, theatre, hiking, cycling, cooking, etc. These can be within Arabella or in the area.

### Arabella Marketplace – Admin - Jill Wheeler

Membership of this WhatsApp group is limited to Arabella Country Estate homeowners and long-term Tenants (minimum 6 months lease). Advertise, buy or sell goods privately. Disclaimer is available on the group.

Fine Living!

HOA

**ARABELLA HOTEL, GOLF & SPA | BUY OUT EVENT | 30 JUNE 2024 TO 3 JULY 2024**

Dear Arabella Homeowner

I trust this email finds you all well.

The Arabella Hotel Golf & Spa Team would like to thank you all for your continued support.

Please be advised that Arabella Hotel, Golf & Spa has a buyout event from the 30th of June 2024 until the 3rd of July 2024. This means that all rooms, venues, restaurants/outlets in the Hotel have been booked out. As a result, our Restaurant and Lounge will not be open from 11:00 on the 30th of June 2024 and our food & beverage menus will not be available.

The Hotel will resume to normal operations from 11:00 on Wednesday the 3rd of July 2024.

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