

OHOA AGM 2018 - Chairman's Report

Good evening ladies and gentlemen,

It is a privilege to be able to provide our fellow members of the Onverwacht Home Owners Association with a report on our term in office. It is impossible to provide a comprehensive report on everything that was done. Please feel free to ask any question you may have about any matter related to the duties of the committee during our term of office if it is not adequately addressed.

At the 2017 AGM the following members were elected to the committee:

Frik Bosman – Chairman
Ollie van Schalkwyk – Treasurer
Cor Uys – Secretary
Uwe Pey – Vice Chairman / Security
Hentie Havenga – Aesthetics & construction / Gardens
Annemarie van Zyl (co-opted) - Newsletter

At the first meeting the committee decided on the following values for our term:

- To treat all members exactly the same without favour, fear or prejudice
- To respect decisions of previous committees, but during our term to apply the rules and regulations as published in the approved documents of the OHOA
- To strive towards making Onverwacht a better place for all who live here

This committee tried to achieve perfection in everything we did, but that is not so easy to achieve.

Socrates said:

“The perfect human being is all human beings put together, it is a collective, it is all of us together that make perfection.”

Geoffry F Fisher said:

“When you aim for perfection, you discover it's a moving target.”

Tony Robbins said:

“Don't try to be perfect; just be an excellent example of being human.”

Leonard Cohen sings:

“Ring the bells that still can ring
Forget your perfect offering
There is a crack in everything
That's how the light gets in.”

I trust the members of the OHOA did perceive the members of the committee as being human and that we have been forgiven for making mistakes, since it is only by making mistakes that learning takes place.

During this term the committee had nine meetings, the Minutes of which have been circulated to all members as well as published on the website.

I thank each one of the members of the committee who had the tenacity to spend time and effort to help **making Onverwacht a better place for all who live here.**

Thank you especially to each and every owner who provided the committee with words of appreciation when you observed an improvement somewhere as well as encouragement when we needed it. We were also made aware of areas where we could improve. We trust that the majority of owners were satisfied with what you were able to either experience or see.

Managing Agent

Thank you to Pinnacle Properties who managed our office and handled all of our administration since 1 March 2017 for the excellent task performed. We do appreciate the work that you have done to keep the finances in order and other matters running smoothly. Thank you to John-Henry Enslin, Marise Bourne and Nicolette Snibbe for the service you provided.

Pinnacle has indicated that they will continue to provide our financial service, but they have decided that they do not wish to continue with the rest of the administrative functions and running our Onverwacht Office. This committee started negotiations and will assist the new committee to finalise a solution.

Ombudsman - A first for Onverwacht

In our term the first complaint from an owner against Onverwacht HOA was lodged with CSOS (Community Schemes Ombud Service).

Summary of dispute: "Applicant contests the validity and reasonableness of penalties imposed by the home owners association in the circumstances resulting from failure to build his house, as per Onverwacht Estate Rules and Regulations, within a specified time period."

Adjudication order: "Applicant's relief sought is refused."

This case did set a precedent for future complaints from owners wishing to challenge existing rules.

Finances (and Borehole) – Ollie van Schalkwyk

Finances:

Thank you to Marise Bourn for the excellent and accurate keeping of our financial records and administration. Our Treasurer, Ollie van Schalkwyk, also deserves a word of thanks for the guidance he provided and control he exercised.

Pinnacle decided that they would continue handling our financial and related matters, but resigned from the other administrative matters. Discussion and negotiations have started, but as previously indicated the new committee will need to conclude these and agree on how we will proceed.

Borehole:

Ollie is also the person who is co-ordinating the matters as far as the borehole is concerned. The Borehole is on the Agenda of matters to be discussed at this meeting. Initially we had hoped to be able to have our own supply of water in place by the end of March. Because of amongst other the requirement to register the borehole with both the municipality as well as the Dept of Water Affairs and matters related thereto as well as negotiations with the owner of the borehole, this was not possible. Agreement with the owner on the last matter was reached at about 16:40 on Wednesday 16 May. We will get to the discussing the borehole later in the meeting.

Security – Uwe Pey

During this term we have switched to Phangela Security after they took over Baron Security.

There have been some hard words between the Security subcommittee and the provider. Even though problems have been encountered sporadically and we are not yet satisfied that everything is functioning exactly the way we expect, we are happy with the first line of defence provided by Phangela. Uwe's background and experience in security was applied to the benefit of all who live and work in Onverwacht.

Owners and residents are again reminded that Onverwacht is not classified as a security estate and therefore each owner has to take responsibility for securing their property.

The perimeter security system that was installed about two years ago is at present not the best that money can buy and does give Uwe some more grey hair, but if one looks at the lack of criminal incidents since the beams were installed, it certainly does act as a deterrent.

We have had no criminal incident during this term and wish to express our appreciation:

- firstly to residents being vigilant and reporting incidents,
- secondly to Uwe for keeping our security service provider on their toes and
- thirdly for our current service provider, Phangela Security.

In order to enhance general security and improve the efficiency with which visitors are received at the gate, a scanner was recently implemented. The license disc of the vehicle as well as the driver's license of the visitor are both scanned and the number of the house to be visited is noted. This means that guests no longer have to complete forms before being allowed entry.

In order to enhance visibility and thereby security at the entrance, LED lights were installed at the gate as well as where the fence from the gate reaches the river. Thank you to the Yolanda of no 8 who agreed to have that light installed on their chimney.

A new entrance boom was installed as the old one reached the end of its useful life. The sliding gate was also recently adapted to widen the opening.

Speed bumps have been installed at the gate in an effort to reduce the speed at which vehicles enter the estate and prevent tailgating. The committee received many compliments and a few complaints, which confirms that it is impossible to please everyone.

Cameras have been installed to record any incident at the gate and provide the OHOA with specific information than can be used to establish facts regarding incidents. Before the cameras we have had one incident where an owner caused malicious damage to the gate and two incidents where vehicles were damaged while passing through the gate.

We also have new red disks (these are printed on the vinyl in an effort to prevent fading) to identify residents and still issue the old blue carton disks for regular visitors.

All residents are expected to have a functioning remote in the vehicle to open the gate when leaving or entering the estate.

Secretary – Cor Uys

Most of our administration was handled by Pinnacle Properties, but there remained some matters which were handled by Cor Uys. He managed the "Neighbourhood Watch" and related WhatsApp groups for residents and is also involved in keeping our website up to date. He also distributed the blue and red discs to identify residents and regular visitors and acted as Uwe's wingman in Security.

Aesthetics and Gardens – Hentie Havenqa

A word of thanks to our two aesthetical consultants Hendrik-Jan Smit and Mitch de Villiers for the guidance they provide to the Committee in terms of building plans, aesthetics and construction.

There seems to be a flourish in construction activities in Onverwacht at present with four plans for new dwellings having been submitted in this month alone. A few houses have also been extended or are in the process of being extended. At this moment we only have nine vacant stands in the Estate.

Our garden service is currently provided by Pro-Agri Tuindienste. We are satisfied that Alwyn Burger and his team are providing a good service. The entrance from Addy street is regularly swept and the hedges trimmed, inside the estate the roads are swept, the storm water drainage system was cleaned, the public gardens are well kept, lawns are mowed, trees are trimmed, stones and posts lining lawns have been painted white, redundant signage outside the gate was removed and a ranch style fence erected and they are now busy repairing damage to our entrance road.

In view of Pinnacle's "resignation" from part of their duties, the Committee asked if Alwyn Burger would take over some of the duties of Nicolette, who once a week walked through the estate to check on aspects that required attention. He indicated that he is agreeable and this needs to be formalised by the new committee.

Communication – Annemarie van Zyl

Annemarie van Zyl was the editor of our newsletters sent out after committee meetings and when other matters required to be communicated. She also provided input as far as the appearance of our common properties were concerned Thank you Annemarie.

During our term the optic fibre network was installed by Apexeon and sold to Vodacom. The latter started offering an exclusive fibre based internet service to which many of the owners and residents subscribed. We have been informed that Vodacom is in the final stages of finalising an open source agreement as well as a new pricing structure. The details are expected be available before the end of the month and will be communicated to all owners and residents as soon as it becomes available.

At a personal level I would like to publicly applaud the efforts of these members of the committee who sacrificed time and spent energy as well intellectual input to improve the experience of owners, other residents and visitors. This may in part be a reason why property prices in Onverwacht have increased, more properties have been sold and there are a number of new houses to be built in the coming year.

I thank everyone who responded in a positive way when being made aware of transgressions of the rules and doing what was requested to rectify matters. We realised that it is human nature to live on the edge, trying to push boundaries in more areas than just exceeding the speed limit on our roads.

I thank everyone who offered criticism and pointed out areas where we could improve, because it highlighted areas where we should focus more attention.

As a committee we want to especially thank each and every one of you who have lifted our arms with words of appreciation, encouragement and guidance. This allowed our spirits to soar and made it a joy to be of service to all owners.

We trust that you have experienced that this committee did succeed in **making Onverwacht a better place for all who live here.**

Thank you.

Frik Bosman