



Inside this issue

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FOREWORD

p. 01

STRUCTURE

p. 02

OHOA AGM

p. 02

**ESTATE MANAGER
AND
COMMUNICATION**

p. 03

**COMPLIANCE TO
RULES OF CONDUCT**

p. 04

VOTING AT AGM

p. 05

BUDGET, ARCHITECT

p. 05

SECURITY

p. 06

CONCLUSION

p. 06

Dear homeowners and neighbours

In this newsletter, we will address some of the questions raised at the recently concluded Annual General Meeting (AGM).

We implore you to please refer to our website as a first port of call for information pertaining to our estate – and please spread the word to your neighbours! We are of course open to any suggestions regarding additional content you wish to be added to this site: <https://oakwoodvillage.co.za/>

We have 661 houses in Oakwood Estate, bringing the total number of residents to an estimated 1500 to 2000 people. With the advent of restrictions brought on by Covid-19, many residents started working from home, had to take a pay-cut or sadly lost their jobs. This led to many more people being in the estate daily than what was the norm previously. With the added fatigue brought on by economic uncertainty as well as health-related stresses (amongst others), it is fair to assume that many of us started to vent our frustrations to whomever was willing to lend an ear.

Irrespective of the above, the committee agreed that there are many aspects which require attention. We do however implore you to be aware of the external stresses impacting on all our lives before reacting publicly – especially in an unprofessional manner. We are here to help set the direction, and look forward to working with you to contribute towards a friendly, well-run, neat, and safe estate.

” A good neighbour is a priceless treasure!
- chinese proverb - ”

**OHOA
CONSTITUTION
OBJECTIVE 3.1.1**

To Promote, enforce and protect the communal interests of its Members, with the object, *inter alia*, of creating and maintaining a congenial and secure atmosphere in the Development in such a way that Members may derive the maximum collective benefit thereof in the long term;

STRUCTURE

The following areas of accountability have been agreed amongst the five committee members:

- Leonie Vercuiel: Chairperson & Legal portfolio
- Riaan Schagen: Secretary & Communications portfolio
- Eric Mekel: Treasurer & Building/Minor works portfolio
- Anton Kleinhans: Security portfolio
- Brendon Hull: Parks and Gardens portfolio

Each portfolio manager is held accountable for the activities related to their portfolio. It is however not feasible to expect the accountable person to also be responsible for all daily activities pertaining to the portfolio and we therefore often cede responsibility to experts in the area. According to the constitution, we also have the option to co-opt willing participants to assist in running the portfolio. We have already received many names of willing residents and will reach out to you shortly. If there are any more owners willing to assist in any regard, please contact us at oakwoodhoa@outlook.com.



OAKWOOD HOA— AGM

- Ideally, all future AGMs should be run by the Chairperson of the HOA.
- The Chairperson will clearly state the requirements of a quorum and whether it has been met.
- The Chairperson will clearly state the structure of the meeting and the house rules, while presenting the agenda.
- If the need continues to exist for the meeting to be virtually presented:
 - All comments will be blocked as it is not conducive to a productive meeting and the people attending in person are not privy to the comments.
 - All HOA members will have laptops with their cameras on to assist in making the virtual meeting more personal.
 - If a virtual attendee wishes to ask a question, the person ideally engages with a camera on.
 - If possible, the virtual meeting will be projected for the benefit of the in-person attendees.
- The Chairperson will stick to the agenda and the assigned time associated to each point to ensure the meeting completes within the allotted time.
- Homeowners will be provided with an opportunity to list key concerns/queries prior to the AGM. The committee will then add the key concerns/queries to the agenda and provide feedback.
- The AGM will be recorded and minuted for future reference.
- Personal and defamatory remarks will not be tolerated at an AGM. All attendees should participate in a respectful and constructive manner. Unprofessional engagement will be addressed by the Chairperson and will not be tolerated.

COMING SOON!



”

*There are no limits to what you
can accomplish. Except the limits
you place on your own thinking*

-Erwin Tracy-

”

COMMUNICATION

As convenient as social media platforms are to raise frustrations or complaints, it simply is not possible to use those platforms to air grievances and expect results. We therefore urge you to follow the following process if you wish to ask a question, raise a complaint, or request assistance:

- 1 Contact the newly appointed Estate Manager, Mr. Jaco Smit via oakwood@inpg.co.za.
- 2 If no reply after 2 business days OR unsatisfactory reply: Contact the managing agent (IPG) by forwarding above email to admin@inpg.co.za. Please clearly state the reason for the escalation.
- 3 If no reply after 2 business days OR unsatisfactory reply: Contact the HOA by forwarding above email to oakwoodhoa@outlook.com. Please clearly state the reason for the escalation.

ESTATE MANAGER

As mentioned previously, the estate house 661 houses. This requires significant management overhead, which led to the decision to employ a permanent estate manager. We are pleased to announce that Mr. Jaco Smit will be joining us from the 1st of July 2021. He will be appointed through our managing agent to handle the multitude of day-to-day tasks onsite on their behalf.

Mr. Smit's salary, fuel, cellphone, UIF etc. will be managed by IPG and will be deducted from the current monthly amount the HOA pays IPG to manage the estate – thus no additional cost implication for Oakwood homeowners.

This arrangement is ideal as it absolves the estate from any additional responsibility related to adherence of labour laws of a formal employer.

Mr. Smit will be available from 8am to 5pm during weekdays and will be situated at the admin building next to the Vivier gate. Most of the newly elected committee members met with Mr. Smit recently and are excited to work with him.

Please take note of the responsibilities assigned to the estate manager and adhere to only contacting Mr. Smit with queries related to his duties.



It would be greatly appreciated if the above channels of communication could be followed in the order set out.

Given the long list of questions raised by residents, we are contemplating hosting more regular Q/A sessions in the coming months. Please monitor future newsletters in this regard.

Thank you!



COMPLIANCE TO RULES OF CONDUCT

Given that the estate is over 13 years old, there are bound to be transgressions of the Oakwood estate rules of conduct. It is of utmost importance that we as a community ensure we adhere to the rules of conduct of our estate and, unfortunately, it sometimes needs to be pointed out. The HOA deemed that the current style of communication requires attention and will be updated by the secretary to present a more pleasant tone.

The following areas of transgressions have been identified:

- Painting required
- Removal of trailer/caravan/boat etc.
- Trimming of trees
- Positioning of air-conditioning units
- Positioning of JOJO tanks and roof rainwater pipes
- Deviating from approved architectural drawings
- Allowing dogs to walk unleashed, and dogs defecating without the owner cleaning up after
- Parking on verges where a No Parking sign is posted
- The unauthorised removal of trees on verges
- Unkempt gardens

For each transgression, there will be a maximum of 3 emails sent to ensure the owner has sufficient time to comply. If the owner replies with a reasonable request for extension, it will be granted. If, however, the transgressing party simply ignores the request after 3 emails had been sent, the HOA will have no other option but to present the owner with a fine, as we have a duty to ensure that every person who owns property in Oakwood gets what they paid for when they invested in the estate. We appeal to you to please assist us in this regard as it takes an enormous amount of effort to regularly assess the general presentation of the estate's homes.

Most of us have good relationships with our direct neighbours. It could possibly help us all if we use those relationships with our neighbours to ensure we all stick to the rules of conduct as opposed to relying on a "policeman" to keep control. In other words, where possible, please try and help us help you.



VOTING AT AN AGM

- Any issue requiring a vote will be clearly communicated in advance of the meeting. We will ensure there is sufficient time to clear all potential ambiguity prior to the meeting and implore all to raise their questions to the HOA prior to the meeting. This will enable the committee to prepare and clearly communicate any potential grey areas at the AGM for all to hear prior to the voting.
- From experience, voting via email in this context proves to be inefficient and leads to enormous administrative overheads, so the HOA suggests that voting continues to take place at the formal Annual General Meetings only.
- Any required voting will be done towards the end of the meeting, after general questions have been addressed.
- Votes will be counted for both physical and virtual attendees.
- A motion shall be deemed as accepted if it acquires more than 50% of the votes by show of hands (both physically as well as virtually).

BUDGET

- The budget approval process was clarified at the AGM meeting. It must be by majority vote. We apologise for any confusion in this regard.
- The format in which the budget was presented raised some questions and will be addressed by our treasurer. We are pleased that a few residents who are professionals in finance have put their names forward to assist in this process.
- Going forward, adequate context will be provided on material expense line items such as:
 - Security Other, which was incorrectly worded and referred to the costs associated with the Security company, Servest.
 - Gardens, which was consolidated from five separate line items and ultimately resulted in a reduction in the newly presented budget.
- A more detailed summary of the budget items related to gardens and security services will be accessible on our website shortly.



HOME IMPROVEMENT
GUIDE
for
Alterations and Additions
to
Homes

ARCHITECT

Our estate's supervising architect is Maryke Maree. Contact details, as well as a detailed procedure for alterations, are available here:

<https://oakwoodvillage.co.za/buildregs/>



wave reader enrolment information below!

Click [here](#) to enrol



-SECURITY-

The recently installed wave readers are proving to be a major success with an overwhelmingly positive response from residents. In the past 2 weeks we have enrolled 510 residents on the system with minimal issues thus far. We have noticed that one's hand sometimes makes connection with the readers. We are investigating costs involved in installing hand sanitizers within reach of the wave readers, but the first prize is that residents please make use of their own sanitizers if they cannot avoid touching the readers.

Please follow [these instructions](#) to gain access to the system. The tag system will be phased out as soon as most residents are enrolled, as this security measure is outdated and could easily be misused to gain unauthorised access to the estate.

The pedestrian gates have been trialled and are nearing completion. In future, all pedestrians will enter and exit the estate with a code (PIN or QR code). Please keep an eye on the website for further info.

There have been many questions regarding the change from intentions to install a turnstile to installing a gate only. This has been covered in previous newsletters, but in summary, the City of Cape Town denied us the laying of any new foundations at the entrance, because of Oakwood's water mains entering the estate here. We could therefore not build a structure to house the turnstiles. Hanging a turnstile-type structure against the wall was also not an option, based on a few technical and visual factors.

The installed gates are self-closing and monitored by CCTV as well as the guards.

We are investigating the option of adding more guards during peak times, which would greatly assist in improving the flow of visitors and pedestrians through the gates.

The change from intentions to install biometric readers (single finger, physical touch) approved at the previous AGM, to the installation of wave readers (entire hand, contactless), was raised by a few residents. After extensive research, the committee decided on the wave readers as the installation offered an added benefit of being hygienic, considering the current pandemic. The readers are more expensive compared to the original proposed system; however, the savings gained from not building the turnstile structures, reduced the expense. The demand for these readers increased recently, speeding up the need for the committee to purchase the readers in order to avoid an increase in cost of R180 000. The timing of the purchase was therefore in the best interest of all homeowners. It is however noted that clear and timeous communication in this regard would have alleviated many concerns.

As previously mentioned, we are investigating the increase in number of guards at the gates during peak times to assist in alleviating traffic. We will forward proposals in this regard in the coming months. Oakwood receives an average of 500-600 visiting vehicles through the visitor booms every day. Most estates of our size have multiple security personnel onsite at any given time, and we feel that adding these resources will greatly improve the functioning of our access control measures.

A few residents have indicated that they are willing to serve on a security sub-committee that would endeavor to build on what we have achieved in the past few years. If you feel you can make a positive contribution, please reach out to us.

-CONCLUSION-

In closing, we trust that this communication is a positive start to a new term and look forward to serving you in the coming year.

Kind regards

The Oakwood Estate Homeowners' Association Executive Committee