Welgelegen Homeowners Association (Jan 2023)

INFORMATION BROCHURE
FOR NEW MEMBERS/RESIDENTS
Introduction

Welcome to Welgelegen. This document will assist you with basic information about Welgelegen and a number of important topics. For detail information please refer to the Constitution and Guidelines which are available on the website at https://welgelegenestate.com

What is the Welgelegen Homeowner's Association (WHOA)?

The WHOA represent:

- Welgelegen Estate, consisting of 117 residential stands
- Welgelegen Village, a retirement village consisting of 43 residential stands
- Welgelegen Views, a retirement complex consisting of 48 residential apartments with medical and frail care facilities

The main objective of the WHOA, with its rules and guidelines, is to create, maintain, and protect, a high quality lifestyle for residents in a safe and beautiful setting.

Layout
Trustees and Management of the Estate

The Trustees act on behalf of the members (owners), and are bound by the Constitution of the WHOA of which a copy is available on the website. Every year an Annual General Meeting is held and at this meeting the Trustees, nominated by members in Welgelegen, are elected. A maximum of six Trustees serve on the Welgelegen Board of Trustees.

To promote good governance and management of the estate, a management model was established that consist of four board committees, being Security, Environmental & Landscaping, Finance & Audit, and Compliance & Communications. Each committee is chaired by one of the Trustees and its activities and responsibilities are directed by a Terms of Reference. Homeowners with knowledge and expertise in the fields of security, environmental/landscaping/gardening, finance, compliance and communication, are encouraged to make themselves available to serve on the indicated committees.

Welgelegen Village

Members of Welgelegen Village are first and foremost members of Welgelegen. Apart from the normal levy Village residents also pay an additional levy to the Village HOA to be utilized according to their needs. Members of the Village HOA will also have access to medical services at the Views through a special agreement between the Village and the Views. For more information contact the Village HOA.

Welgelegen Views

Members of Welgelegen Views are first and foremost members of Welgelegen. An additional levy for the Views is associated with all the health, medical and other services provided within the Views. For more information contact the Views Body Corporate.

Levies

The monthly Welgelegen levy is determined by the Trustees and submitted to the WHOA Annual General Meeting for approval. The Village and the Views have levy structures of their own which incorporate the Welgelegen levy. Levies are mainly utilized for security but also for personnel cost and general improvements and maintenance, landscaping, and environmental projects. The budget for the financial year is presented at the Annual General Meeting along with the independently audited Financial Statements.

Building Activities

Before an owner embarks on building or building alterations of any nature, please refer to the Welgelegen Building Guidelines for detailed guidance. It is recommended that you contact the Welgelegen Terrain Manager beforehand to ensure that whatever work is planned is undertaken according to the guidelines.
(even repainting - especially when a different colour is considered). He will gladly assist you or refer your enquiry to the Design Review Panel (DRP) and/or Controlling Architect. Early enquiries can prevent costly mistakes!

Open erven

Owners of open erven must keep their erven clean and tidy. Stands need to be cleared/cut quarterly. The WHOA provides the service of clearing/cutting the erven on the behalf of the owners. The cost associated with this service (based on a fee structure updated yearly) is allocated to the levy account of the owner.

Refuse Removal

The WHOA supports the refuse recycling program delivered by the George Municipality. Different bag colours are used for different types of refuse. There is currently just one removal day, but changes as communicated by George Municipality will be broadcast (see Communications section) to all members whenever available. Members are requested to only put refuse bags on the sidewalk on the morning of the removal day(s) in order to keep the estate visually tidy.

<table>
<thead>
<tr>
<th>COLOUR</th>
<th>DESCRIPTION</th>
<th>REMOVAL DAYS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Black</td>
<td>Non-recyclable household refuse</td>
<td>Monday</td>
</tr>
<tr>
<td>Blue</td>
<td>Recyclable items. Recyclable material such as plastic, paper, glass. Items must be clean.</td>
<td>Monday</td>
</tr>
<tr>
<td>Green</td>
<td>Organic garden refuse (grass, leaves etc.). Please note that garden refuse (like branches) not in a bag will not be taken away</td>
<td>Monday</td>
</tr>
</tbody>
</table>

Pets

Pets should not be a nuisance to neighbours. Only two pets allowed per household which can be dogs/cats or a combination. Dogs outside dwellings shall at all times be kept on a leash. And always clear up any of your dog’s fouling when taking it for a walk. Cats to stay indoors at night and not to be allowed to roam the Estate by night. **A pet application form has to be completed beforehand.**

Pleasing Streetscape

Gardens and lawns must always be neat and tidy. Please water trees on the sidewalk. Caravans, boats, trailers and the like may only be parked on the members’ property so as not to be visible from a street or private open space. Under no circumstances will these vehicles be allowed to be parked or stored on any
other residential property or on the common property. Vehicles permanently parked outside garages are not encouraged. However, vehicles parked on the property may not exceed the number of approved garages for the house and may not be parked on the lawn or on HOA property.

**Security**

Security is the biggest concern of the Trustees. It is also a fact that a major part of the budget is channeled to this element of the Welgelegen lifestyle. Statistically (and thankfully) Welgelegen has been crime free for years.

Every resident is responsible for his/her own security. Over and above your individual security measures, the WHOA has contracted Niqua Security to provide security services to Welgelegen. All residents must be registered on the security system. All domestic workers and gardeners must have a SAP69 police clearance and they must also be registered on the security system. Please contact the Security Manager for more detail. All gardeners must wear reflective “bibs” while working. The above rules are of extreme importance and all residents must strictly adhere to this.

Contractors working at residences also need to be registered on the security system beforehand. This may / may not apply to quick and once-off visits by a service provider. Please contact the Security Manager for more detail.

No drones allowed unless approved by Welgelegen Management.

Visitors must have positive identification available in order to obtain access to Welgelegen. Kindly inform security beforehand of expected visitors.

An additional benefit offered by our security service provider (Niqua Security) at no extra cost to residents, is the Cell Panic response which can be activated by users in emergency situations on a 24/7 basis. A pre-programmed speed dial is installed on the cell phone of residents which the resident can use to alert the Niqua Control Centre of an emergency situation and generate a response by Niqua to address the situation. Interested residents should kindly contact the Estate Admin in order to register their cell phone numbers for the service with Niqua. Only two cell phone numbers per Welgelegen household can be registered.

**Administration and Finance**

Welgelegen Estate administration and operational finance functions are performed by Venkam Property Management. Venkam is an experienced Managing Agent organization that fulfill this role for multiple estates.

All administrative tasks including Levy Billing and Collections, Resident complaints and Processes are being managed by Venkam.

Please make sure that Venkam have all your accurate information at all times.
Environmental

Turfworx is the WHOA appointed landscaping maintenance service provider. Turfworx maintains all gardens, lawns and paths in common areas.

New residents moving into newly built houses are reminded that plans for layout of gardens should be presented to the Environmental Committee. This is to ensure that designs are supportive of the long term design philosophy of Welgelegen, and also adhere to the 80/20% indigenous plant ratio. The planting of street trees (trees on the sidewalk) is compulsory but care should be taken not to plant the trees on top of municipal services lines. There should always be at least one meter between the road curb and a flowerbed. Please contact the Terrain Manager for more information.

Members are encouraged to create beautiful gardens using as much as local indigenous plants in order to create a haven for birdlife. Refer to the Garden Guidelines or contact the Environmental Committee for assistance.

Dams / Play-park / Walking

All dams and play-parks are used and enjoyed at own risk. Small children should always be accompanied in the vicinity of the dams. Fishing is allowed but on a catch and release basis only. Walking along the Northern and Eastern perimeter fence is allowed. Please report any anomaly to the Security Manager.

Braai Area

The communal braai area is there to be used by residents. Residents are requested to clean and tidy up the braai area after use.

Owner / Resident Contact Details

The Trustees and Welgelegen Management need to communicate important and relevant information with owners/residents on a regular basis. Please ensure the Venkam has your contact details and updates as and when they change.
Welgelegen Operations

The Operational processes of WHOA consists of:

- Finance / Administration / Coordination: Venkam Property Management Company
- Technical/Maintenance: Wayne Julies
- Building and Alterations: Wayne Julies
- Security: Bradli Smit

Communication

There are frequent electronic newsletters through which the Trustees keep members informed. Welgelegen Management communicates daily through WhatsApp messaging and e-mail. Please note that WhatsApp communication is through a Broadcast Group which means it is a one-way communication. Any direct communication you make with estate management is therefore private.

The website is a central point for information and documentation. Please visit our website at www.welgelegenestate.co.za

The following contact details are available for use:

Accounts/Financial and General Administration

e-mail: vk1@venkam.co.za
Tel: 087 945 3999

Security / Main Entrance

E-mail: security@welgelegenestate.co.za
Gate: 044 - 887 0072
Cell: 063 098 420
WhatsApp: 063 098 420

Terrain / Building related

e-mail: technical@welgelegenestate.co.za
Tel: 064 918 6921
## Telephone Numbers

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>NAME</th>
<th>TEL NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Admin / Finance</td>
<td>Venkam Properties</td>
<td>087 945 3999</td>
</tr>
<tr>
<td>Security Manager / Entrance Gate</td>
<td>Bradli Smit</td>
<td>044 887 0072</td>
</tr>
<tr>
<td>Entrance Gate WhatsApp</td>
<td></td>
<td>063 098 4208</td>
</tr>
<tr>
<td>Terrain Manager</td>
<td>Wayne Julies</td>
<td>064 918 6921</td>
</tr>
<tr>
<td>Fire Dept.</td>
<td></td>
<td>044 801 6311</td>
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<tr>
<td>George Municipality</td>
<td></td>
<td>044 801 9111</td>
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<td></td>
<td></td>
<td>044 801 6300 A/h</td>
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<td>ER24</td>
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<td>084 124</td>
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### And Finally ...

We would like to encourage each one of you to contribute to making Welgelegen a safer and better environment for all of us. But more importantly ….. enjoy the lifestyle that our beautiful Welgelegen estate offers you and your family!

*Thank you*

*WHOA Trustees*