



WELGELEGEN HOMEOWNERS ASSOCIATION

INFORMATION @ WELGELEGEN

Introduction

The purpose of this communique is to provide new and existing residents with a summary of the operational structure of the Welgelegen Homeowners Association (WHOA), the broad roles and responsibilities of the different functionaries, as well as communication channels to use.

Welgelegen Homeowners Association

The Welgelegen Homeowners Association (WHOA) represents Welgelegen Estate as a whole. It is important to note that there are two other legal entities in the Estate representing owners and residents in the Estate, namely the Welgelegen Village Homeowners Association and the Welgelegen Views Body Corporate.

Welgelegen Estate consists of;

- Welgelegen Estate, comprising 168 freehold residential stands;
- Welgelegen Village, a retirement village comprising 43 freehold residential stands; and
- Welgelegen Views, a sectional title retirement complex comprising 51 residential apartments. Block B has 9 rooms with medical and frail care facilities, managed by a private care provider.

WHOA is a statutory Homeowners Association established in terms of Section 29 of the Land Use Planning Ordinance (LUPO), 15 of 1985, read in conjunction with the Land Use Planning By-Law for George Municipality.

Levies

The monthly WHOA levy is determined by the Trustees and submitted to a General Meeting for approval. The financial year of the WHOA is from 1 March to 28 February. The audited financial statements are presented to the annual AGM. The last AGM was held in July 2023. Levies broadly cover the cost of security, gardening & landscaping, management & staff, as well as maintenance and general improvements.

Trustees

Trustees are elected volunteers whose primary function is to represent the interests of all members and to oversee management of the Estate. Trustees are elected annually at an Annual General Meeting and their powers and duties are defined in terms of the WHOA Constitution. A maximum of six Trustees serve on the WHOA Board of Trustees, who meet monthly and decide on matters by majority consensus. Individual trustees do not have authority to make decisions in their own right and all decisions are adopted by resolution of the Board.

The current Board of Trustees (2023/ 2024) comprises G Shenker (Chairman), W Kuün, D Lückhoff, W-m Keyter, J Oosthuizen and A van Deventer.

In the interests of effectively coordinating communication internally between Trustees, especially when decisions are required to be made in between meetings, it is requested that email correspondence addressed for the attention of the Trustees should be forwarded to Venkam Property Management (the Managing Agent). Venkam, logs, manages and responds to all HOA correspondence and communication. Some direct communication may be necessary depending on the mandate given to a Trustee to deal with a particular matter.

The Trustees can be contacted via,

Ansie Gilaü, Portfolio Manager

Email: vkgr1@venkam.co.za

Phone: 087 945 3999

Trustees keep members informed by way of regular electronic newsletters communicated via Venkam. Most communication is in the form of 'Feedback to Members' following every monthly Board of Trustees meeting.

Estate Management

The Estate Manager is responsible for day to day management of the Estate and reports to the Chairman of the Board of Trustees. The Estate Manager ensures that all functions are properly executed via the Security Supervisor and all outsourced private service providers (security, landscaping and gardens, finance and administration, electric fences, security technology services). The Estate Manager works from Monday to Friday during normal business hours.

The Estate Manager attends all meetings of the Board of Trustees, ex officio, submits recommendations and is responsible for advising the Trustees with regard to corporate governance requirements.

With regard to general day to day management operations of the Estate, the Estate Manager, Johan van Staden, can be contacted via;

Email: estatemanager@welgelegenestate.co.za

Phone: 044 004 0393

Mobile: 082 599 4289

The Estate Manager administers an Official WhatsApp platform (one way communication) open to residents for the sole purpose of disseminating official HOA notices. Any other communication platform used by residents will be regarded as private.

Administration, Finance and General Administration

Administration and operational finance functions are performed by Venkam, an experienced Managing Agent organization which fulfills a similar role for multiple Estates, hence they offer wide and varied experience. They are also responsible for levy billing and collections.

Venkam is also responsible for communication and administers email correspondence received from members and residents on behalf of the Board of Trustees, as well as the Estate Manager when necessary.

Contact person: Ansie Gilaü, Portfolio Manager

Email: vkqr1@venkam.co.za

Phone: 087 945 3999

Security

The Security Supervisor, Bradli Smit, reports to the Estate Manager and is responsible for monitoring security and access control at the Main Gate during business hours Monday to Friday. Niqua Security is contracted to the WHOA to provide private security services for the Estate on a 24/7 basis.

Security is contactable all hours via;

Email: security@welgelegenestate.co.za

Gatehouse: 044 - 887 0072

Mobile/ WhatsApp: 063 098 420

The Security Officer on duty will contact their armed response unit in the event of an emergency and also alert the Security Supervisor and the Estate Manager.

Landscaping and Gardens

Turfworx is contracted to the WHOA for maintenance landscaping and maintenance of all HOA common areas.

Any communication with Turfworx should be via the Estate Manager who manages the service delivery contract on behalf of the WHOA. The same process will also apply in respect of all other HOA service providers.

Municipal Services

George Municipality is responsible for, amongst other functions, providing Welgelegen Estate with water, electricity and refuse collection. The contract for service delivery is between the Municipality (the service provider) and the individual home owner. It is therefore important for residents to lodge complaints or reports of service failures directly with the municipality. In the event of an area wide outage of services, consumers need to make a call to the Municipal Call Centre directly. The sooner the Municipality is alerted, ideally by a number of their consumers, the sooner they will be aware of a problem and more likely to react quicker as well. The WHOA does not have any control over this process.

Full contact details are provided below;

GEORGE MUNICIPALITY		Contact No.
Switchboard (7.45am-4.30pm)		044 801 9111
After Hours/ Emergencies		044 801 6300
George Disaster Centre (Toll free)		087 152 9999
Fire Emergencies		044 801 6311
Function	Service Delivery issue	Contact No.
Water	Water leaks, pipe bursts, water pressure, sewerage, blocked storm water	044 801 9262/66
Refuse	Refuse removal	044 802 2900
Electricity	Power outages, etc.	044 801 9222/02/58
	Electrical Faults WhatsApp Number	067 350 3295

HOA Archives and Records

A project team is currently digitizing and updating the HOA archives and records. As part of this process, the Estate database (members/ owners and tenants) is currently being updated not only to provide accurate information but also improve security access control.

Enquiries specifically in this regard can be directed to;

Email: admin@welgelegenestate.co.za

WhatsApp: 073 404 6789

Change of Member Contact Details for Managing Agent

Members and residents are kindly requested to notify Venkam in the event of any change of contact details in order to keep the accounting and administration system updated.

Please refer to the website for further information and documentation at
www.welgelegenestate.co.za

Kind regards,
Board of Trustees,
Welgelegen Homeowners Association