
OFFICIAL MANAGING AGENT FOR THE ELISENHEIM HOME OWNERS ASSOCIATION

24 August 2015

CHAIRMANS REPORT ELISENHEIM “PROPER”

1) YEAR IN REFLECTION

Elisenheim “Proper” is the first phase in the development of the Estate and as could be expected presented the members and management of the estate with a number of challenges not only in the interpretation of all the governing documents but also the implementation of the Rules and Regulations.

The estate was rejuvenated when the Trustco Group took over the control of the EPDC and we are confident that the further development of the Estate is on track and will also benefit Elisenheim “Proper” (Phase 1).

The Representatives and the EOA Trustees remain fully committed to the Elisenheim Life Style concept, seeking ways to continuously improve the Life Style experience for all members with an emphasis on a secure environment.

a) Representatives

The representatives for the year in question were:

Name	Position	Representative
Monica Pienaar	CEO Properties	Developer
Wayne McTeer	Head: Audit and Risk	Developer
J (Jana) S De Kock	Admitted Attorney	Home Owners
Ndeshipewa J Akwenye	Group Risk Officer	Developer
Prof Elizabeth Amukugo	Unam Professor	Home Owners

Mrs. Jana De Kock and Prof. Amukugo have not made themselves available for re-election

2) MANAGEMENT

The Management of the Estate is divided into two divisions – administrative and operational. The operational aspect was made redundant last year on request of the members. The position became untenable because the Municipality has not met the expectations of the residents and the EOA decided to reinstitute the position of the Estate Manager from 1 August 2015. We are confident that the position will support an improved life style for members.

Environment & Building, Security and Disciplinary Sub Committees were formed to assist with the overall management of the estate. We must co-opt one member of the estate on each of these committees and we appeal to members who have qualifications in these fields to make themselves available to participate on the committees.

a) Communication with Members

- i) A concerted effort was made to communicate with members to highlight the responsibilities of members with regard to building contracts, the various management structures to manage each phase and the role of the EOA. We are committed to further improve communication and the first effort was to redesign and update the Elisenheim Web Site. The site will be used in future to make all formal documents available as well as placing important notices for members.

b) Security

Security is contracted with Tephcor and is of primary concern. Three aspects are emphasized:

- (1) **Access control** remains a priority and a new entrance building is being designed to better control people moving in and out of the Estate.
- (2) **Electrical Fence** is made up of the perimeter fence around the total Elisenheim Estate and the fence that surrounds Elisenheim "Proper". EPDC are responsible for the perimeter fence.
- (3) **Patrol of the Estate**, increasing visibility, will further improve the security on the estate.

The Trustees thought it appropriate to use the savings in the budget to further improve security on the estate. The security sub-committee will finalise the plan for approval and implementation.

c) Cell Phone Communication

Cell phone communication on the estate has been poor. MTC will soon install a cell phone tower on the estate that will vastly improve signal strength and will make way for better Wi-Fi connections. A contract has been signed with MTC. The location of the tower has been established and the Environmental Impact Assessment (EIA) has been completed.

d) Street Names

- i) The installation of the street names remains the responsibility of the previous developer. We have entered into negotiations with them for the installation of the street names and would hope to have completed the process soon so that the Street names can be installed.

e) Road Construction

- (1) Phase 1 which is the single carriageway access road is 80% complete. The section by the weighbridge and the main entrance must be completed before the whole road is re-surfaced. Completion date is expected to be 31 October 2015.
- (2) Phase 2 is the construction of a dual carriageway.

3) FUTURE DEVELOPMENT

- a) Phase 2 (Extension 7) was approved as a township and it enables the EPDC to start the process of transferring the erven in phase 2 to the new owners once the services have been completed which is expected to be on 1 November 2015.

4) FINANCIAL

The financials were prepared and audited by Hamilton & Partners for the financial period ending 28 February 2015 and reported on without qualification.

a) Levies

Levies invoiced for the period amounted to N\$2,93 million.

In October 2014 the members were presented with a Budget that enabled the EOA to reduce the levies for members.

b) Accumulated funds - Reserves

The accumulated funds amounted to N\$2,4 million of which N\$1 million is in the form of accounts receivable (Arrears). Although the reserves are strong many aspects of the estate management were not implemented and it is envisaged that they will be implemented this financial period and will absorb a substantial part of the reserves.

The vision of the Representatives and the EOA Board of Trustees remains to build a strong reserve fund that will benefit members when the COW is not in a position to provide basic services. This year's budget forecasts that an amount of N\$500,000-00 will be used to boost reserves.

c) Arrears

A strict arrears policy is followed to collect arrears. In August 2014 the percentage of outstanding levies amounted to 74%. At the financial year end the percentage decreased to 31%. All arrear accounts have been handed over for collection and good progress is noted.

The large amount of arrears placed undue pressure on cash flow and was a contributing factor to motivate that levies should not be decreased.

d) Budget

The EOA Trustees have prepared the budget for the period 1 March 2015 to 28 February 2016. The notes that were presented to the members with the budget provide a better insight into the income and expenditure of the Estate. Important aspects to note are:

- i) The cost of estate management decreased when EON Property took over the estate management. The savings form part of the increase in budgeted reserves.
- ii) The savings in waste water treatment costs also increase our budgeted reserves.

To cater for the remaining outstanding arrears, the cost of improved security and the budgeted increase in reserves - the levies for the period to 28 February 2016 remain unchanged.

Chairperson