



OFFICIAL MANAGING AGENT FOR THE ELISENHEIM HOME OWNERS ASSOCIATION

August 4, 2015

Elisenheim Owners Association

Dear Owner,

APPOINTMENT OF THE ESTATE MANAGER FOR THE ELISENHEIM ESTATE

1. INTRODUCTION

At the AGM held in 2014 the members voiced their concern that the Estate Management and maintenance services like parks, public open spaces and roads should be dealt with by the Municipality. It became clear that the City of Windhoek could not deal with this to the satisfaction of the ELISENHEIM OWNERS ASSOCIATION and in response the EOA decided that an ESTATE MANAGER must be appointed.

It is important to note from the start that the appointment of the ESTATE MANAGER will not release the City of Windhoek from its basic responsibilities; the ESTATE MANAGER, and City of Windhoek will form an integral liaison on the daily management of the Estate.

The first phase of the implementation of this decision was the appointment of the ESTATE MANAGER which has now been done – effective 1 August 2015.

This circular introduces the Estate Manager and provides a profile of duties and responsibilities of the office of the ESTATE MANAGER.

2. ESTATE MANAGER

2.1. APPOINTMENT

JOB TITLE	ESTATE MANAGER (EM)
LOCATION;	ELISENHEIM ESTATE - WINDHOEK
REPORTS TO	MANAGING DIRECTOR, EON PROPERTY SERVICES ON INSTRUCTION OF EOA TRUSTEES
EMPLOYED BY	EON PROPERTY SERVICES (Pty) Ltd
ESTATE MANAGER	SCHALK KRUGER (SNR)

We welcome Schalk to the Elisenheim Estate and would like to introduce Schalk to the members and residents:



2.2. GENERAL DESCRIPTION

- 2.2.1. The EM will effectively and professionally manage the estate to provide a safe, secure and well maintained environment to residents as befits the purpose of a life style estate.
- 2.2.2. The EM will make an effort to enhance the residents' quality of tenure, to promote a well managed environment for the benefit of all residents and stakeholders.

2.3. STATEMENT OF WORK (SOW)

- 2.3.1. The EM is guided by the Trustees, EON and the official documents:
 - 2.3.1.1. Articles of Association
 - 2.3.1.2. Estate Rules and Regulations
 - 2.3.1.3. To have a thorough understanding of;
 - 2.3.1.3.1. Preliminary Rules of Elisenheim Owners Association
 - 2.3.1.3.2. Design Manual (DM) Annexure A & Annexure B and Addendums
 - 2.3.1.3.3. Environmental Management Plan (EMP) Elisenheim Estate Phase 1
- 2.3.2. The EM will see that all decisions taken by the Elisenheim Owners Association Trustees, falling within the SOW of the EM, will be carried out.
- 2.3.3. When carrying out his duties, EM will present a professional and approachable image when communicating with all parties and all those with whom the EM has to deal with.
- 2.3.4. The EM will maintain a visible profile on the Estate during working hours
- 2.3.5. *Elisenheim Lifestyle Estate; Contractors Code of Conduct.*
 - 2.3.5.1. The information contained in these documents will empower the EM to enforce all rules & regulations on Members and Building Contractors.
 - 2.3.5.2. Fines will be issued to those not complying with them.

2.3.5.3. These aspects will fall under the EM except parts of the Environmental Management Plan that bears no responsibility to the EOA but rather the Developer.

2.3.6. *Design Review Committee (DRC)*

2.3.6.1. The EM will enforce all rules under the DRC relevant to;

2.3.6.1.1. Deviations from building plans in accordance with the Design Manual (DM)

2.3.6.1.2. Approve building plans in conjunction with the DRC committee before City of Windhoek (CoW) approval can be given.

2.3.7. *Security Management*

2.3.7.1. All internal security matters concerning the electric fence, breach thereof, fixing thereof, main access, contractors access, removal of unwanted builders and laborers will be performed by Tephcor

2.3.7.2. The EM will

2.3.7.2.1. Be alert to the needs of residents and take appropriate action to deliver support services

2.3.7.3. Endeavor and assist Security that no unwanted visitors gain access to the Estate

2.3.7.4. Take immediate action in the event of an absolute emergency, summoning assistance from the appropriate authorities.

2.3.7.5. Ensure the efficient operation of services and equipment, including recording regular routine maintenance and testing of such.

2.3.8. *Security Committee;*

2.3.8.1. Schalk Kruger (Snr) Estate Manager (Eon Property Services)

2.3.8.2. One member nominated from the ELISENHEIM OWNERS ASSOCIATION

2.3.8.3. Schalk-Willem Kruger (Jnr) (Trustco Developer Trustee)

2.3.8.4. Salmon Vermaak (Tephcor Elisenheim Manager)

2.3.9. *Environmental Management; Landscaping*

2.3.9.1. The home owners' levy pays for certain services not rendered by the City of Windhoek. In order to facilitate the Lifestyle Concept, certain services need to be implemented for which employees are appointed; they will be managed by the EM.

2.4. CITY OF WINDHOEK (COW) RESPONSIBILITIES

2.4.1. The EM will be the central point for enquiries, concerns and complaints from Members in combination with the Board of Representatives of Phase 1 regarding operational issues such as;

2.4.1.1. Sewerage

2.4.1.2. Electrical

2.4.1.3. Street lights

2.4.1.4. Road Cleanliness

2.4.1.5. Water

- 2.4.2. Residents should report to the EM any Municipal Services that do not function properly by SMS or e-mail to the EM
- 2.4.3. The EM will on a daily basis, liaise and maintain relationships with the different departments of the City of Windhoek.
- 2.4.4. *Residents must attend to their own private sewerage lines if they are blocked.***

2.5. THE ESTATE MANAGER WILL SERVE ON THE FOLLOWING COMMITTEES OF THE ELISENHEIM OWNERS ASSOCIATION

- 2.5.1. Security committee
- 2.5.2. Design Review Committee (DRC)
- 2.5.3. Environmental Committee
- 2.5.4. Rules & Regulation Committee
- 2.5.5. Finance Committee

2.6. GENERAL

- 2.6.1. The EM will inform EON as well as the Trustees of any potential situation that may have an adverse affect on the Estates reputation or a negative effect on the general atmosphere of the Estate being experienced by the residents.
- 2.6.2. Residents may be reluctant to raise nuisance matters with their neighbor e.g. noise, conflicting use of facilities etc. The EM may be required to act as mediator to avoid unnecessary ill feeling.
- 2.6.3. Proper investigations into information acquired should be undertaken and no action must be taken on hearsay. Confidentiality as well as partiality paramount.

3. ESTATE STAFF

Four workers will be employed (at least one with a truck license, Code C1E) to promote the Life Style Concept

- EON will source the workers but the Workers will be employed by the Elisenheim Owners Association
- The workers will be administered and managed by EON Property Services
- Worker responsibilities will be as follows:

3.1. GENERAL FUNCTION

The general function of the staff will be to help with the implementation of Environmental Management and Landscaping Plan.

3.2. TASK LIST

- 3.2.1. Watering of all Public Open Spaces (POS) trees and Boulevard trees with the use of a water truck and driven by the worker with a Code C1 license
- 3.2.2. Pruning and nurturing of the trees
- 3.2.3. Herbicide/Pesticide treatments if and when required
- 3.2.4. Cleaning of walk ways throughout the estate

- 3.2.5. Clearing of weeds on roadside verges
 - 3.2.5.1. This function may be subcontracted if necessary after the rainy season
- 3.2.6. Clearing of undergrowth of the Electric fence perimeter
 - 3.2.6.1. This may be subcontracted if necessary after the rainy season.
- 3.2.7. To inform the EM about any irregular activity and or violations of rules e.g. illegal dumping of refuse, building rubble, building materials etc.
- 3.2.8. To report maintenance issues observed on their rounds.
- 3.2.9. To keep the vehicles and offices of EON Property services neat and clean
- 3.2.10. To assist with menial maintenance work
- 3.2.11. To report water leaks
- 3.2.12. To report damage on fixed objects in the communal areas of the Estate e.g. lamp poles, curb stones, road signs etc.

3.3. WORK HOURS FOR WORKERS

- 3.3.1. Workers will be employed in accordance with the conditions of the Labour Act
 - Work hours will be:

Mondays to Fridays	Saturday
08h00 to 13h00	08h00 to 13h00
14h00 to 17h00	

4. OFFICE LOCATION

- 4.1. A continued presence on the estate is required to manage the staff and to receive residents on the Estate.
- 4.2. The administrative functions will be shared between the Elisenheim Office and EON's office in town
- 4.3. In the initial phases the office of the EM is situated at the Eastern perimeter of the Estates' construction yard "Container Office" until such time that EON will identify premises on the estate to provide office facilities.
- 4.4. Office hours will be Mondays to Fridays from 07H30 to 16H30

5. CONTACT DETAILS

Estate Manager	Schalk Kruger (Snr)
E-mail address	elisenheim@eonproperty.com
Cell phone number	081 143 9966

6. PLANT, EQUIPMENT AND CLOTHING

Staff overalls, vehicles and equipment will all be branded with the EON/ELISENHEIM logos.

7. THE WAY FORWARD

A few issues on Elisenheim are presently of primary importance and will be given immediate attention:

- 7.1. Inform all the contractors of the Code of Conduct, rules and regulations. A final date for the cleaning up of their sites, clearing of the roads and sidewalks and neatly organising of their building material will be given.
- 7.2. Contractors will ensure that they all have functioning toilets for their employees to use; USING THE OPEN SPACES FOR A TOILET WILL NO LONGER BE TOLERATED!
 - 7.2.1. **Residents, Security Personnel and Staff are requested to report any irregularities in this regard please!**
 - 7.2.2. Contractors not adhering to this instruction will be fined.
- 7.3. Convene a meeting with the security committee to streamline access control and familiarise EM with the patrol schedules of the Estate and perimeter.
- 7.4. Arrange a meeting with the City of Windhoek to establish contact discuss mutual issues and make agreements.
- 7.5. Enquire about the possibility to expedite the establishment of the new WIFI tower.
- 7.6. The signing of contracts with Developers.

We trust that the new initiative will promote the lifestyle concept to a new level that we can all be proud of and that will support above average growth in the property values at the Elisenheim Estate.