



OFFICIAL MANAGING AGENT FOR THE ELISENHEIM HOME OWNERS ASSOCIATION

30 August 2017

The Member
Elisenheim Owners Association
Extension 5 & 6

CIRCULAR 1 – WELCOME TO ELISENHEIM OWNERS ASSOCIATION (EOA)

We take this opportunity to welcome you to the **THE ELISENHEIM OWNERS ASSOCIATION (EOA)** and we trust that you will have a pleasant stay on the Elisenheim Estate.

This notice serves to inform you of certain important aspects regarding the Estate.

LIVING ON THE ESTATE

Neighborhood living in the countryside is a lifestyle that Residents chose when they moved to the Estate; and this lifestyle is governed by the EOA Board of Trustees in terms of the Articles of Association and the Rules of the Estate

RULES

The total number of Erven and general residential units represents the ELISENHEIM OWNERS ASSOCIATION and you should be aware that for the benefit of all other owners and occupants of the Estate it is of the utmost importance that the Rules of the Owners Association is respected and complied with.

We attach a copy of the Articles of Association and a copy of the Rules and request that you acquaint yourself with the documents.

MANAGEMENT OF THE ESTATE

The Estate is governed by the EOA Trustees in terms of the Articles of Association, the Rules and the Design Manual for each Phase.

EON Property Services was appointed by the Trustees as the Managing Agent to assist the Trustees in the administrative and operational management of the Estate

The administration portion is focused on collecting levies from members and to attend to the secretarial aspects of the EOA. All communication that members may have with regards to administration should be directed too:

- Tel. No. +26461 226 000
- Fax No. +26461 220 085
- E-Mail: eonadmin@iway.na

The growth of the Estate necessitated that we establish an Estate Management Office on the Estate for members to have easy access to resolve operational issues. In attendance you will find the Estate Manager and his assistant:

- Estate Manager: Schalk Kruger (Sr.)
- E-mail address: elisenheim@eonproperty.com
- Cell phone number: 081 127 8755
- Assistant Estate Manager: Mrs. Cecilia Bierman
- E-mail address: elisenheim1@eonproperty.com
- Cell phone number: 081 143 9966

WEBSITE:

A website - www.elisenheim.com - is available for Residents.

Navigating your way through the website you will find all the necessary information about the Estate therein.

Please note that instead of sending all Circulars to all individual's e-mail addresses, the Circulars are posted on the Website instead, and Homeowners are encouraged to visit the Website often to familiarise themselves with the latest publications.

Go to Downloads and you will find amongst other information also the Design Manuals, the Governing Documents of the Estate and most importantly all the Circulars sent to Homeowners and Residents.

PAYMENT OF LEVIES

The ELISENHEIM OWNERS ASSOCIATION has very strict rules with regard to levy payments, the most important aspect being that levies are payable in advance on or before the 7th DAY of every month for the month in question.

Although invoices are mailed monthly you are reminded that levies are payable **irrespective if an invoice was received by you or not.** In the event that you have not received an invoice, you are entitled to request a duplicate from the Eon Property Service's Administrative Division.

Your monthly levy payable is **N\$ 506.00 payable before or on the 7th Day of each month.**

The ELISENHEIM OWNERS ASSOCIATION Bank Details are as follows:

NAME OF ACCOUNT	:	THE ELISENHEIM OWNERS ASSOCIATION
ACCOUNT NUMBER	:	8004041459
BANK	:	Bank Windhoek
BRANCH	:	Kudu
BRANCH NUMBER	:	482172
REFERENCE	:	Your ERF Number

METHOD OF PAYMENT

You may pay the levy into the above account in any of the following manners.

1. Stop Order
1. Internet Banking
2. Direct Banking
 - a. Cheques made out in the name of the ELISENHEIM OWNERS ASSOCIATION
 - b. Cash deposit but you are reminded that cash deposit fees are payable and that those fees would be recovered by the ELISENHEIM OWNERS ASSOCIATION from your levy account.

We have found that the best method for the payment of levies to avoid unnecessary charges is to arrange for a monthly stop order with your bankers or to arrange for an automatic monthly transfer via internet banking to the ELISENHEIM OWNERS ASSOCIATION'S account.

You must quote your erf number with every payment that you make.

Only quote your erf number and not your name – with more than 1000 members it too time consuming to search for names in the data base.

In the event that the erf number is not quoted with the payment it is impossible for us to reconcile the payment with your Erf or Unit and the amount would be transferred to a suspense account until such time that you have queried the payment and we were able to allocate the payment. Bear in mind that we will only allocate such payment to your levy account on the date that we were able to reconcile the payment and that your levy account would remain in arrears until this date.

ARREAR LEVY CHARGES

Please note that any levies outstanding after the 7th Day of each month would attract arrear levy interest **(Monthly Interest 11,75%, payable monthly in arrears)** and would be charged to your levy account. As soon as the account is in arrears we communicate with members that are in arrears and members are charged with arrear collection fees. If the account is more than three months in arrears the account is handed over to the attorneys for collection.

Yours sincerely,

THE ELISENHEIM OWNERS ASSOCIATION