
OFFICIAL MANAGING AGENT FOR THE ELISENHEIM HOME OWNERS ASSOCIATION

ELISENHEIM OWNERS ASSOCIATION MEETING 20 FEB 2019

QUESTIONS AND ANSWERS

1. Estate Rules

- a. Estate Rules are in place to protect our lifestyle. Residents believe that rules are failing the inhabitants because Estate management is not enforcing it.
- b. In reality rules are being enforced daily through;
 - i. Estate Management's rounds on the Estate.
 - ii. When a Resident brings the infringement of a rule under the attention of the office.
- c. The office of the Estate Manager needs to create a dedicated post for this function only to ensure that this goal is thoroughly attained.

2. Entrance Gate

- a. There are moving at least 2400 vehicles through the gate each day. It is expected from the security not to let any vehicle into the Estate without an entrance disk or signing in at the gate. Residents are encouraged to report such incidents immediately when they see this happen. Please provide the vehicle registration number for the office to follow up.

3. Also the way forward on the entry at the gates. Security issue. Visitor line should be provided at the entrance gate.

- a. The cost of an extra lane for visitors had been prepared by the Estate Office.
- b. It is going to cost N\$1,373,911.04 to build a second lane for visitors plus an extra security guard house.
- c. This project should be done by the Developer the EPDC

4. Traffic calming measures; what can be done to stop speeding? Speed humps and speeding?

- a. The only speed calming measure allowed by the City of Windhoek on the Estate is the traditionally built speed hump with concrete and interlocking.
- b. The preliminary cost estimates for the installation of 10 speed humps in Phase One is N\$250 000.00
- c. The Office of the Estate Manager is in the process of getting three quotations based on the specifications of the City of Windhoek. .
- d. A final proposal will be made to the next meeting of the Trustees of the ELISENHEIM OWNERS ASSOCIATION to do this with ELISENHEIM OWNERS ASSOCIATION funds.

5. Levies (initially security fee) were promised to lower as more residents come to live in Elisenheim. The issue of levies, they should decrease proportionate to the resident growth of the Estate.

- a. There is no logic behind the idea that levies should ever decrease because of the following reasons;
 - i. As the extensions are added to the Estate, the work load increases.
 - ii. More personnel must be employed to deal with the increasing work load.
 - iii. More Public Open Spaces needs to be developed.
 - iv. More security personnel need to be employed.
 - v. More equipment needs to be bought and maintained.
- b. The present levy amount of N\$540.00 will soon not be enough to cater for all our needs.

- c. If compared by the levy amount other Estates and e.g. Town House Complexes pays the Elisenheim Estate falls dismally short.
- 6. Paying for the development of the parks.
 - a. Provision is made in the Elisenheim Charter for the use of levy funds to develop Public Open Spaces.
 - b. The ELISENHEIM OWNERS ASSOCIATION does not pay for the use of the machinery and hard landscaping materials that belongs to the EPDC. This is given “free of charge” to the development of our Public Open Spaces.
- 7. Playground is not safely constructed
 - a. The ELISENHEIM OWNERS ASSOCIATION ensured that the playgrounds are safe and sturdy.
 - b. The playgrounds are checked for wear and tear each Friday and serviced where necessary.
 - c. All possible safety issues, about the play parks, brought to the attention of the ELISENHEIM OWNERS ASSOCIATION had been attended to.
- 8. It would be great to have some benches at the playground under a tree for supervising parents.
 - a. A proposal for five concrete sit benches will be made to the Trustee of the ELISENHEIM OWNERS ASSOCIATION at their next meeting.
 - b. The cost for five sit benches will be N\$14 352.50
- 9. Several Residents do not get important e-mails; however still get the invoices per e-mail.
 - a. It is important that residents give new e-mail addresses through to Estate Managements Offices.
 - b. Many residents have more than one e-mail address; residents should give the ***e-mail of preference*** through to the Office.
 - c. If you have reason to believe that you are not getting e-mails please follow this up with the Office so that we can check our data list.
- 10. Clarity on budget allocated for “blocked drain” Trustees to be involved and approve quotes. EON to strictly source quotes from recommended service providers by Trustees.
 - a. The allocation for “blocked drain” refers to maintenance on the Sewer Lifting Stations in the Estate.
 - b. The maintenance for the lifting stations is the responsibility of the ELISENHEIM OWNERS ASSOCIATION.
 - c. This expense is not related to the maintenance of blocked sewers of residents which is the responsibility of the City of Windhoek.
 - d. According to the CAPEX and OPEX Policies of the ELISENHEIM OWNERS ASSOCIATION there is a pre-determined list of service providers from which quotes are asked.
- 11. E-mails are not being answered by the Estate Manager.
 - a. All e-mails should always be addressed within a reasonable time. The Estate Manager receives +/- 2500 e-mails per year and it is possible that some e-mails will slip through the “cracks”.
 - b. A thorough investigation of missed e-mails revealed that the Estate Manager dealt with 99.25% of e-mails received over a period of a year.
 - c. Estate Management will in future also acknowledge all e-mails received.
 - d. Members are advised to always submit their complaints via e-mail to all the following addresses to ensure that all complaints gets addressed;
 - i. elisenheim@eonproperty.com / Estate Manager Elisenheim
 - ii. elisenheim1@eonproperty.com / Assistant Estate Manager Elisenheim
 - iii. sjoerd@eonproperty.com / CEO Eon Property Services
 - iv. hugovn@iway.na / Trustee Member
 - v. phillievdmerwe@hotmail.com / Trustee Member

12. Bokomo Noise pollution; what can be done?
 - a. A letter had been drafted by Estate Management about noise pollution from the Bokomo Factory and sent to the CEO of the CITY OF WINDHOEK for action.
 - b. This letter had also been presented by Mr. Hugo Van Niekerk to the Environmental Officer in charge at the CITY OF WINDHOEK.
 - c. Affected members/erven must sign the letter in support, listing their Erf number.
 - d. It is also suggested that the same letter be sent to the Ministry of Environment and Tourism.
 - e. The letter to the CEO of the CITY OF WINDHOEK had been posted on the website www.elisenheim.com
13. Are Management making sure people adhere to Design Rules; can we see the audit results?
 - a. There are three ways in which Management is giving attention to design rules not followed;
 - i. When we see Design Rule violations on our daily rounds through the Estate
 - ii. When a Design Rule violation is brought to the attention of the Office
 - iii. When DRC Audits are done
 - b. DRC Audit results are available at the Office of the Estate Manager for those who want to see it.
14. Management should optimise communication handling. **No print outs and filing is needed.** Everything can be done electronically. It saves time, paper, files, and allows searching options in seconds.
 - a. "No print outs and filing is needed". . . . the administrative management of the Estate Office is fully computerised but it is common office practice that there will be at least some form of paper work and filing in any office.
15. Management complains about "paper war" between certain individuals. Why do the management prints and files the e-mails? All this can be electronically done. This would save enormous management filing time.
 - a. Complaints are made that Management is not doing its work. When this happens, the Trustees insist that Management do an audit of all work done to see if the allegations are true or not; it is then that proof of work is copied and presented to the Trustee.
16. Units. Laundry facilities. Laundry hanging on verandas of flats. Flats using green areas as back yards. Braai's or smokers standing in green areas.
 - a. The Managing Agents of General Residential Units are informed of all residents who transgress the rules.
 - b. Fines are given to the Body Corporate whose residents transgress.
 - c. The parking of vehicles on Public Open Spaces has now stopped.
 - d. Managing a General Residential Complex is not an easy task; the moment you deal with one resident, the other transgresses a rule. It is an ongoing task.
17. Dogs being taken without a leash through the Estate. Owners walking dogs with no leashes. Free roaming dogs.
 - a. This is a constant and never ending issue to the frustration of many!
 - b. The rules with regard to the keeping of pets were sent out to all Residents.
 - c. Residents are encouraged to bring this to the attention of the Office via e-mail with an Erf number if you have one. It may also be useful to take a snapshot of the transgressor; this could then also be forwarded to the Office. The Office will send the transgressor a warning to comply with the rules and upon a second transgression the Resident will be fined. It speaks for itself that if a complainant cannot positively identify the Erf number of the transgressor we cannot deal with the situation.

18. Update on future developments if any (school, public recreational spaces etc)
- a. SCHOOLS
 - i. The EPDC asked for proposals for the establishment of a school on the Estate.
 - ii. Various proposals of interest were received and are presently being evaluated.
 - b. The Office of the Estate Manager is presently investigating the building of a basket ball court on the Estate.
 - c. A quotation for seating for parents supervising their children playing at the play parks will be tabled on the next Trustee Meeting.
19. How residents can support the EPDC in development of Estate? Ideas for community driven initiatives. Role Elisenheim homeowners/community can play in developing the Estate.
- a. A number of Residents are already involved in the development of Public Open Spaces adjacent to their properties.
 - b. The Estate Office is supporting those initiatives by making personnel and resources available.
 - c. If you have a development idea you are most welcome to discuss it with the Office.
20. Suggestion; can we as a community get together on Arbour Day 26 April, to plant a tree, if the Estate bosses can identify specific areas (those open areas) then we plant trees.
- a. This is a good idea and is worth looking into.
21. Shopping centre and the gym.
- a. The plans for an immediate full scale shopping centre had been changed to be implemented in phases.
 - b. The deadline for the completion of Phase 1 of the shopping centre is February 2020.
 - c. ***Please refer ALL enquiries to Oryx Properties at 061-423200 conrad@oryxprop.com.na / Website; www.oryxprop.com***
 - d. The following businesses already reserved space in the Mall;
 - i. Supermarket
 - ii. Pharmacy
 - iii. Deli
 - iv. Crèche
 - v. Gym
 - vi. Laundry
 - vii. ATM's
 - viii. Restaurant
 - ix. Coffee Shop
 - x. Car Wash
 - xi. Post Office Boxes
 - e. The Developers, Oryx Properties, are still looking for the following Tenants
 - i. Doctors Practice
 - ii. Dental Practice
 - iii. Bio kinetic Practitioner
 - iv. Hair Salon
 - v. Hardware Shop

22. Can we get an urgent answer/solution/way forward on the naming of streets?
- a. With the exception of three streets in Phase One all the names of the streets remains the same.
 - b. The COW must still propose and approve the last three names at their next meeting.
 - c. There is no clarity about who will pay for the street names. We will wait to hear if COW will pay for the street names.
 - d. The matter will stand over until the last three names are unveiled.
 - e. An official map of the street names will be posted on the website; www.elisenheim.com
23. Disposal of building and household waste open areas, visible to security/public/Estate Management
- a. The problem with disposal of any waste on Public Open Spaces and vacant Erven is that we only become aware of after it had been done because it is done intentionally for no one to see.
 - b. The Estate Management must clean up behind these people each Monday if any resident see this happening please give us the address of the culprit so that we can follow it up.
24. Why do we need a new Web portal for complaints (cost N\$4325.00) why can complaint not just be submitted via e-mail, as it always was?
- a. The creation of a portal is necessary to lodge complaints at various e-mail addresses simultaneously to ensure that all complaints get proper attention.
 - b. Various e-mail addresses are linked to the portal which includes the Trustees of the ELISENHEIM OWNERS ASSOCIATION.
25. I suggest we evaluate the performance of the Management Company on an annual basis.
- a. The evaluation of the Management Company is a standard discussion point on the Trustee Meeting when the new budget is tabled each year.