

QUESTIONS AND ANSWERS // JULY 2019

1. Request that EON update their mailing list on a regular basis as there are still a lot of people who do not receive the information emails.
 - a. The E.O.A. office update addresses the same day it receives a new address from the Homeowner.
 - b. Our mailing list can only be updated when a Homeowner sends his/her new e-mail address to the office.

If it becomes a problem, appoint a dedicated administrative person who reads and responds to emails, seeing as the levies are increasing again.

(Apparently there was an email regarding a levy increase which was also not received by a lot of people)

- c. An administrative position in the office of the Estate Manager Elisenheim had been created and we are presently receiving CV's for this post.
2. How does the vetting process work for recruiting a new agent and cancelling current EON estate property manager agent?
 - a. The Elisenheim Owners Association's Trustee is considering this issue on a yearly basis and recommends the continuation of the Managing Agent's Contract.
3. When will there be some upgrades on the public recreational area? Shades? Benches? Sandpits?
 - a. Upgrades are planned and budgeted for. As soon as new budget is approved sit benches and sand pits will be built.
4. Why is there an increase in the levies again although there are savings and the number of residents (levy payers) increases?
 - a. Levies needs to be increased each year to make provision for the appointment of new staff in the office, the purchasing of the necessary machinery and equipment to do the work on the Estate and development of Public Open Spaces.
 - b. The more new Residents the Estate has, the more the need for services there is.
5. When will the street names be resolved?
 - a. Street names will be resolved when the CITY OF WINDHOEK approves the last three names of streets still to be named. The three streets will be named after Namibian Public figures.

6. Who cleans our streets, I have never seen anyone clean trunk road and I live here for 4 years now.
 - a. All roads are being cleaned on a regular basis. It is mind boggling that someone can say that they have for four years not noticed the clean roads on the Estate.
7. Some houses do not conform to the designs as stipulated, when will this be addressed?
 - a. This is addressed. The D.R.C. list of requests to Homeowners who are not complying is available in the office for inspection.
 - b. This function will be attended to in more earnest once a full time D.R.C. Officer is employed.
8. Palisades on the street facade, shade nets which are not allowed according to the design manual.
 - a. This rule has long been scrapped.
9. Kids play area/ park; will it be upgraded to a proper play park?
 - a. Funds had been made available on the new budget for the following;
 - i. Recreational Sports Court
 - ii. Concrete sit benches
 - iii. Phase two Jungle Gyms
 - b. The play parks will all be upgraded as extra funds become available to do this.
10. Speed humps?
 - a. The speed hump project is in an advanced stage. The CITY OF WINDHOEK received our proposals and they already did an inspection on site to verify the locations. We are awaiting their final authority to implement the project.
11. Why do we need to give a weeks' notice for the braai area at the dam?
 - a. It is important to not to over book the braai area; Residents who wants to use the facility on short notice are accommodated if there is still space available.
12. Has the bulk electricity been addressed? A second feeder cable.
 - a. Elisenheim Property Development Company to answer.

13. Is Eon the only management company? I would like to call for quotations from other managing companies as well and see what they offer.

- a. This is a yearly consideration of the Trustees and will be dealt with on the next Trustee Meeting.

14. Why can the contractors not use the gate at the service road at Shalii Industrial Park? They are driving badly on the road and speeding.

- a. That road crosses the Klein Windhoek River and construction vehicles will get stuck there.

15. If the road cannot be maintained by Trustco Construction Services can we not approach Namibia Construction who is currently constructing the mall as they do have a grader to maintain the road?

- a. Namibia Construction / Oryx charge N\$1800.00/hr from the time the grader leaves their site. It takes about three hours to grade the road; that is N\$5,400.00 per week.
- b. TCS is committed to keep grading the road until it is upgraded.

16. When will the cat eyes and lights be installed on the Elisenheim road from the weighbridge to the gate, it is dangerous driving there at night.

- a. Cat eyes and lights will not be installed on the road from the weighbridge to the gate.

17. For the safety of all users of the road, drivers should adhere to the speed limits on that road.

- a. Agreed; there are more than enough road signs to indicate the speed limit.
- b. Homeowners are advised to report traffic violations directly to the City Police at 061 302 302 / or Cell no; 112 just ask for City Police.

18. Mr Kruger introduced in 2018 a "monthly newsletter"; the last version which we received was in October 2018. Why does it not continue anymore?

- a. The newsletter will be re-introduced once the office of the Estate Manager employs more staff to cope with the ever increasing tasks on the Estate.

19. Who approves the purchase of a TLB (excavator) for 1 mil N\$ from our levy savings but we have no finances for speed humps and upgrades of the recreation areas? ***The priorities are not right.*** The savings are ours and we should be consulted for what it should be spend on.
- The person that asked this question is not well informed. Please refer to the new budget and see that speed humps, the upgrade of recreation areas and the interlocking of the gravel road is all priorities budgeted for.
 - The purchase of a TLB is a necessary piece of equipment to do the work that is required on the Estate.
20. It appears that we are paying double for the sewer treatment. We get invoiced for the sewer on the CITY OF WINDHOEK bill as well EON is also charging us for it. How can this be? Please explain.
- You are not paying double for sewer treatment. The CITY OF WINDHOEK bills you for the normal sewer services and the Elisenheim Owners Association pays a percentage for the Waste Water Treatment Plant. The maintenance of the sewer lifting stations inside the Estate had always been the responsibility of the Elisenheim Owners Association.
21. Dear Mr. Van Der Merwe/Mrs. Preuss, with this letter I formally appose the 2020 levies increase as suggested in Chairpersons Report under point nr5. This matter was mentioned in almost every previous AGM that as owners increase, levies to decrease and not increase. Every time this issue is mentioned it's being brushed under the carpet/ignored. As our representatives, I ask you to seriously address this matter at the forthcoming AGM.
- Please refer to point no; 4 above.
22. Road near bridge, why should Homeowners pay when that is not a private road and is used by commercial vehicles going to the industrial site?
- The Elisenheim Owners Association will provide a loan to the Elisenheim Property Development Company to interlock the road. This loan will be paid back to the Elisenheim Owners Association. So the Homeowners will not pay for the upgrade of the road.

23. Elisenheim Charter and other governing documents of the Estate.
- All the relevant governing documents of the Estate is published on the website www.elisenheim.com
24. Board of Trustees and Representatives (incentives, estate size to representation ratio and selection processes)
- The Board of Trustees and Representatives as well as the election process is discussed at length in the Articles of Association; please refer to the document published on the website www.elisenheim.com
25. Trustees: why are there three developers as trustees and only two home owners trustees? This does not represent the majority of the residents. The home owners are still in majority on the estate, why does then the developer have more voting power?
- Elisenheim Property Development Company to answer.
26. Why are people allowed to move into incomplete houses, which even take years afterwards before being completed?
- All Homeowners that occupy incomplete houses are given an instruction to complete the work within three months.
 - Those that do not comply with the instruction are dealt with by the Elisenheim Property Development Company.
27. Play ground.
- Please refer to points no; 3 and 10 above.
28. When will the recreation centre, e.g. basketball court etc be starting. Don't see any progress.
- Please refer to no; 10 above.
29. Development of communal area phase3
- Please refer to points no; 3 and 10 above.
30. To have access time limit during the night for taxi drivers, else if they want access after for say 19:00 they should be escorted reason being residents have observed suspicious taxis at night.
- This could be arranged.

31. Why does EON collect the recycling bags? Why is our estate truck and man power being used here? Rent a Drum collects everywhere else themselves the bags why not here?

- a. EON is not collecting recycling bags; Rent-A-Drum collects it on Monday mornings.

32. There are plenty of cars entering the estate without any resident sticker in their car windscreen neither any entry in the book. Security shall have to be strict.

- a. Plenty of cars keep their discs on the dashboard and not on the windscreen.
- b. The Estate is not a private Estate and Residents who refuse to have a disk cannot be forced to have one. We are relying upon the good will of Residents to register their vehicles.
- c. Residents, visitors, and taxis without discs are requested to fill in the entrance register.

33. May we view the video footage of the entrance gate camera to proof how many cars are actually entering the estate without an entrance disk and no entry in the book? The security checks are just not working.

- a. Video footage is available for the last seventy three hours at a time.

34. WCE road engineer issued a letter to the developer regarding the access road quality, safety, and signage. So far the road does not comply with the road authority standards and COW can't take over the road as it is. Up to now the requested measures were not provided by the developer, why?

- a. Elisenheim Property Development Company to answer.