



ELISENHEIM OWNERS ASSOCIATION

DEAR HOME OWNERS/RESIDENTS

QUARTERLY NEWSLETTER JUNE 2022

1. OVERVIEW

The year up to June 2022 has seen an old stalwart leave the EOA management team, and some new faces joining. The Estate Manager, Schalk Krüger retired at the end of April 2022 after serving the Elisenheim Owners Association with distinction for close to 7 years. We wish Schalk a healthy and well-deserved retirement.

Chris Opperman was appointed in Schalk's position as Estate Manager in April 2022.

Karl-Heinz Schröer has been appointed as the new DRC Officer from 01 May 2022, and has already started with the huge task of catching up on a significant backlog created by the vacancy in the DRC position. The DRC Officer has the responsibility to implement the Design Manual, which is critical to delivering on the aesthetical vision for the Estate. In addition, the DRC Officer also is responsible for driving compliance in terms of the Design Manual.

We sincerely trust that Karl-Heinz will receive full co-operation from the residents of Elisenheim so that all can enjoy the pleasures of neighbourhood living in the countryside.

2. COMMUNITY SERVICES

2.1. Saturday 07 May 2022 saw the Estate Management host a snake awareness session at the picnic area, presented by snake handlers from Snakes of Namibia. This hosting was very well received and since snakes are a not-always-welcome, but integral part of countryside living, this is an initiative that will be repeated in future.

2.2. On Friday 03 June 2022 the Estate Management, in concert with the Windhoek Ladies Circle, hosted the Winter Knights occasion where clothes, blankets, food and cash donations were collected at the 2 entry/exit gates to the Estate. This effort is in support of needy people during those cold winter nights. The Elisenheim teams, in addition to a host of blankets and clothing, also collected donations of over N\$ 12000.00 in cash. This was the second most successful collection point out of 35 street corners in



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Windhoek! Well done to the Management team and the people from the Windhoek Ladies Circle. We also salute each and every Resident for their generous donations.

3. **STAFF TRANSPORT**

The Trustees have entered into an agreement with Ian's Shuttle Solutions, to cater for the transport of the 15 General Workers of the EOA. In the past the transport of the workers was done by the Estate office staff, which was not the ideal, and presented unnecessary risk on more than one level. This arrangement came into effect on 01 July 2022.

We are grateful to the Trustees for this intervention and believe this will also greatly contribute to the overall workplace satisfaction of the general worker component.

4. **STAFF TRAINING**

4.1. We would also like to congratulate the Assistant Estate Manager (Cecilia) and the Office Assistant (Stephanie) on completing the Advanced First Aid course as well as the Basic Firefighting courses with flying colours during February 2022.

They are both currently enrolled in the Basic Life Support course, which will be concluded mid August 22.

4.2. Likewise, Karl-Heinz (DRC) has also completed the Advanced First Aid and Basic Firefighting courses during May 2022 with flying colours. Congratulations to all for these dedication and achievements.

5. **INTERCOM SYSTEM**

The intercom system that was installed at the contractor's gate presented with some challenges, but these have been sorted out and residents registered on the system can look forward to a safe and efficient system when receiving visitors. Although the system may feel a little slow at times, we would like to remind our residents that no system is absolutely perfect but we need to consider the importance of safety on the Estate to us all in person, and in terms of property valuations.

We are also looking at a parallel system to cater for the taxis that transport most of our domestic and general workers on the Estate. We will inform all Resident in due course regarding the details.



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6. **PUBLIC OPEN SPACES**

The Trustees have also approved sufficient funds for the development of 2 open spaces in Phase 2. Erf 1011 will be developed as a BMX circuit and a mini baseball court. Erf 1016 on the other hand is earmarked for an obstacle course. Phase 3 will be attended to as the development of Phase 3 progresses.

7. **DRC**

During June 22, a total of 92 audits have already been done on residences on the Estate. The main issues encountered are building rubble left where building works have been completed, and indiscriminate dumping of building rubble on vacant erven and public open spaces. The process of following up with contractors and home owners takes time, as there needs to be talks and consultations. This is a massive task for the DRC Officer, and we request that all residents co-operate with the DRC Officer in ensuring we all can enjoy a clean and pleasing environment. Other issues most prevalent are wheelie bins not being stowed away as well as trailers and boats parked on the sidewalks and public open spaces.

Please bear in mind that one person alone cannot police each and every issue on the Estate, and we therefore would like to remind all residents that we all are being negatively impacted by non-compliance of a percentage of the residents/contractors. We all therefore have a duty to consult with our friend, family and neighbours on issues of non-compliance.

All 14 complexes on the Estate have received notice to start with painting by no later than 01 May 2022. This deadline has been extended by the Trustees to 01 August 2022. Only 5 complexes remain to be painted as at 01 July 22, and we sincerely thank the Bodies Corporate and management of the painted ones for their co-operation. Of the remaining 5 complexes, 4 have confirmed AGM approval for the painting to start before 01 August 22, and we likewise thank them for their co-operation.

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8. SECURITY

8.1. We are busy with the clearing of fire corridors on the inside and outside of the perimeter fence. This process will be finished by middle July 22, and the final phase will also entail controlled fires to access smaller areas that cannot be cleared with the TLB. All residents will be notified beforehand when these fires will be actioned. Traditionally the time of wild fires starts August through to December, and we need to have the corridors cleared by mid-July.

8.2. This is also the time when food in the veld is scarce and baboons especially, then invade residential areas in search for food. We have sent out a circular in this regard, and would like to draw your attention to Circular No. 15 which deals with this issue..

8.3. The Trustees have also approved the acquisition of Gazebos at the entrance gates to the Estate. Provision has been made in the budget for 5 gazebos to be placed at the entrance gates at the security stations. In addition, provision has also been made for the installation of streetlights at the contractor's gate and the entrance from Farmer's Kitchen.

9. GENERAL MAINTENANCE

- i. Vandalism of our play parks is a matter of great concern to management. This aspect will be addressed once cameras have been installed as per the security master plan
- ii. Blocked sewers seem to be a reoccurring occurrence. After thorough investigation it became apparent that the main cause of the blockages is due to dumping of products not suitable for the sewers unfortunately, we, as individuals, are the cause of this problem and unless our Residents become more vigilant, the problem will persist.
- iii. Cleaning responsibilities, including but not limited to, roads, sidewalks, Public Open Spaces, the braai area at the dam and play parks are done on a pre-planned schedule. We have fifteen General Workers to attend to this huge task; in the event that a member notice concerns or problem areas kindly advise the office so that we can take care of it.
- iv. It is still a regrettable fact that Residents are dumping household waste, building rubble and garden refuse in restricted areas. Members are encouraged to refrain from these actions or in the alternative inform the Management should they have ***garden refuse*** so that we can remove it on their behalf at no cost.



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We will again send out a newsletter at the end of September 2022, in order to keep you updated regarding general occurrences on the Estate.

In the meantime, please be on the lookout for circulars that we send out when specific issues need to be shared with you.

Kind regards

ESTATE MANAGEMENT