

Association Times



Issue 50, January 2019



Elawini Luxury Residential Estate showcased on page 2

From the editing team

It seems we have all hit the ground running one way to work off the 'one too many' mince pies we most likely indulged in! Welcome back to all and looking forward to a wonderful 2019 filled with great opportunities and successes.

We are thrilled to announce that our 2019 Annual Conference, Expo and Golf Day is taking place 17 to 19 September at San Lameer and that the early bird bookings have opened (see page 4 for further information).

The first round of regional Chapter Meetings for the year commences during February. These events provide our members with regionally targeted topics and networking opportunities. If you have registered to the ARC Member Portal, you will receive details of these meetings or you can check for the details on 'Calendar' or 'Email Newsletter'. Please always confirm your attendance with sandy@hoasupport.co.za to arrange access and for catering purposes.

A very warm **welcome to the following communities and managing agents**, who are now ARC members; In **Gauteng** – Amberfield Manor, Helderwyk, Clearview, Waterfall Estates, Trafalgar Property Management, **Limpopo** – Hans Merensky, **Western Cape** – Domaine des Anges, **Southern and Eastern Cape** – Olivewood and Kraaibosch Country Estate.

We are proud to announce that **our new Business Partners** are:

Pulse Communication, a trade brand of Datacentrix, a leading integrated ICT solutions provider that uses cutting edge technologies to deliver sustainable value to corporate, community and public sector organisations. Pulse Communication offers integrated, state-of-the-art solutions that enable communities to reduce cost, manage risks and have the ability to respond to the changing demands of residents, home owners and other stakeholders.

Anambo Finance who aims at providing home owners associations with an alternative, cost effective finance solution to alleviate the burden of a large capital injection from residents to do maintenance or improvements on complexes/residential housing schemes. PLMHC Medical Services through **Spar Pharmacies** offering medical and home healthcare, and digital healthcare solutions.

Please see the full list of our residential community industry Business Partners on page 10 of this newsletter. To contact them to find out how they can assist you with managing your community with their solutions visit the ARC website www.hoasupport.co.za, the ARC Member Portal or contact sandy@hoasupport.co.za for details.

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Elawini Luxury Residential Estate

“Everyone wants a piece of land. It’s the only sure investment. It can never depreciate like a car or a washing machine. Land will double its value in ten years. In less than that. Land is going up every day.” – Sam Shepard

Buying land is one thing, Sam, but buying land in Elawini Luxury Residential Estate is an experience of extra-ordinary magnitude.



Mark Twain surely had Elawini in mind when he wrote: “Buy land – they aren’t making anymore of it.”. Similarly, he also had Elawini in mind when he famously said: “Golf is a good walk spoiled”.

We are not a golf estate! We preserve our unspoilt natural environment and lie alongside the picturesque Nels River, an unspoilt treasure of nature. Nothing compares with it.

Being a residential community, we are limited to the number of homes we can accommodate. We can’t ‘make more land’. Elawini’s sales figures over the last 12 months have been astounding, with; 34 stands registered at an average sale price of R463 382, 23 transfers in process at an average sale price of R491 079 and 23 sales in process at the time of writing.

Right now, we have commissioned three top sub-developers under our mother developer, Atterbury, to design and promote several new unique, top-end developments in our specifically reserved available portions. When breaking ground some 11 years ago, we listened to the market place and followed the style and demands of the time. Being ever conscious of the changing economy, needs and preferences of Southern Africans, we paid due attention and have consequently taken on a sympathetic and rejuvenated approach. The Architectural

Guidelines of then, do not necessarily satisfy the look, feel and budgets of today. As such, we have invited new and stimulating guidelines for today’s developments. The offerings are flying off the plans like hotcakes.... we are battling to keep up with the demand.

It really isn’t surprising, The isiZulu name ‘Elawini’ is a locative noun, meaning ‘in/at the hut’. The freer locative derivative is - the hut where newlyweds and lovers meet. Yes, we are a little spicy and warm, friendly and inviting too! The kraal being Mbombela (of course), and Elawini being the quaint little hut away from the hustle and bustle of city life. Privacy. Beauty. Love. Happiness!

With that said, we go to extreme lengths to work tirelessly on the most important and widely acknowledged feature of Elawini – our impenetrable perimeter and double verification security gates. We are constantly hard at work behind the scenes, ensuring the safety and security of our residents.

Elawini – A 5 Star Luxury Residential Experience

So, what does anyone expect when experiencing a 5-star establishment? Does it start at the entrance gate? Not so at Elawini! It starts way before as one approaches the gate on a road hugging the magnificent Nels River. Age old indigenous trees line the banks of the river and serve as the prelude to great things to come.

Elawini has 5-star people.... as one immediately realises when interacting with the gate ambassadors. These are highly skilled guards that appreciate that customers are our Kings (and Queens) and will do everything in their power to make your stay, or visit, a memorable one. They offer a few warm words to our residents on their return each day ...” Welcome Home! It’s Great to have you back”. With the help of the latest technology in Visitor Management Systems and Community Management Systems, you can be assured that the management team is at your side every inch of the way, day and night.



The theme of striking, low maintenance, simply beautiful landscape design is befitting of any 5-star establishment. Designed with an indigenous vision by a landscape architect many years ago, the beautiful boulevard is lined with paperbark trees endemic to the estate. The flower beds, surrounded by indigenous grasses, are home to Aloes, Carrisa, Plumbago and Dietes all maintained in accordance with the vision established 11 years ago. There are two spectacular vegetation fountains: both displaying plants that form a fountain – something special to behold.

On entering the clubhouse, one is greeted by the warm and inviting aromas of imported coffee. Hit a right and you'll find yourself all sweaty in our fabulous, fully equipped gym. Hit a left and you'll find yourself in business mode with a choice of our brand-new conference room or open workstations for scholars, students, agents and professionals. The free fibre wi-fi will get you on the go!

There is so much to see at Elawini, but so little in terms of personnel. A light but warm management structure takes on the tasks of administration and community care with happy efficiency.

A common debate arising out of in estate discussions, is the pros and cons of in-sourcing vs out-sourcing administration.

Here's your answer... since in-sourcing 4 years ago, we have improved our reserve funds by 500%! Just as one grills a financial broker on the performance of one's hard earned investments, every community member should grill the HOA on the performance of their hard-earned levy contributions.

Within this period, we have self-funded all projects, capital items and maintenance. In so doing, we manage to keep our levies ultra-low for the amazing amenities and lifestyle we provide. We turn every penny over twice, to ensure that our communities levies are allocated in the interest of all members.

While putting this article together, an email from a valued community member popped up on my screen, discussing the challenges all South Africans are facing as our beloved country goes through trials and tribulations.

Themba Zulu writes: **“Let's not be too serious about some of these things.... we appreciate your efforts, guys, to keep the place nice and well looked after...keep up the good work!”**. When a resident drops you a simple and honest line like this, every effort one commits to is a pleasure.

Elawini is a proud member of the Association of Residential Communities and everything that ARC stands for. We harbour no secrets from fellow members. We gratefully learn from the generous offerings of knowledge and experience that other communities have and, likewise, we open our doors to all our colleagues to the benefit of community advancement.

Call us, write us or, better yet, visit us. www.elawini.co.za
Byrne Millard, Community Manager
manager@elawini.co.za

The Spirit of Elawini

People are our purpose
Our children, young & old
To be happy and to grow in
Safety & in harmony

We love.... Fun
We love.... Laughter
We love Good things

We keep it simple, yet elegant
We... listen!
We... learn!
We ...respect!

Our environment is our beauty...
Our pride
Her care is our mantle

We do remarkable things!

Should you wish to have your estate showcased in the next issue of Association Times please email peggy@hoasupport.co.za

2019 Conference Bookings

Early Bird Bookings

On bookings and payments made by 29 March 2019, take 10% off.

Conference Delegate Rates

Included in the delegate rate:

- Conference Day 1 & 2 including meals and refreshments
- ARC Annual Dinner
- Farewell Lunch
- Golf Day or Bowls & Gin Tasting
- Welcome Dinner & Prizegiving

Single ARC Member Delegate: R5,900 (excl. VAT)
Multiple Delegate Discount: 7.5%

Cost for extra people just attending -

Welcome Dinner and Prizegiving: R350 (excl. VAT)
ARC Annual Dinner: R450 (excl. VAT)

Director Programme

HOA Directors are invited to attend the morning session on Day 1 including lunch (8am to 1.30pm)

Cost: R1050 (excl. VAT) Bookings made and paid for by 29 March 2019 will also qualify for the 10% early bird discount.

Partner Programme

Specially put together for spouses and partners who are accompanying conference delegates to San Lameer.

- Bowls and Gin Tasting
- Welcome Dinner and Prizegiving
- Exhibition Opening, Welcome Coffee Conversations and Breakfast snacks
- ARC Annual Dinner
- Farewell Lunch
- Choice of 30min Spa Treatment or a round of Golf

Cost: R 1,950 (excl. VAT) Bookings made and paid for by 29 March 2019 will also qualify for the 10% early bird discount.

How to book

- Complete and submit the booking form by opening this link <https://goo.gl/forms/p7ZgFmuWyzxdlz4k2>
- You will receive an invoice for processing and on payment your booking will be confirmed.
- We will contact you directly to obtain final delegate details.

ARC Annual Conference, Expo and Golf Day

17 to 19 September 2019



You are invited to join your fellow HOA leaders at this, the 7th ARC Annual Conference, where we will be exploring innovative ideas to bring 'community alive'.

What makes you come alive, what makes your team energised and what makes your *community alive* and vibrant?

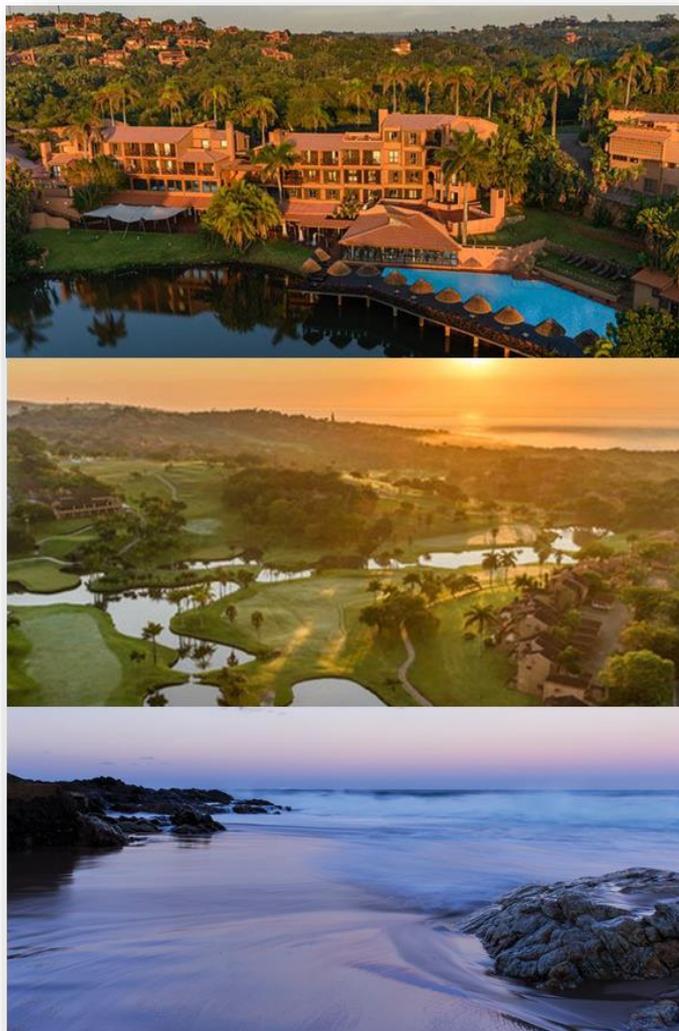
We are delighted to announce that this year's conference is taking place at South Africa's own tropical paradise, San Lameer. Situated on the South Coast of KwaZulu natal with direct access to beautiful beaches, San Lameer offers the perfect destination for our event, including a championship golf course and various accommodation options.



- Learn from experts in the field and your peers, how to bring your 'community alive'.
- Participate in great industry networking opportunities - exchange ideas with colleagues and experts and build your professional peer team
- Be inspired by keynote speakers - who share ideas from their experiences that you can use to bring your community alive
- Gain practical and professional insights that will keep your community alive and flourishing - from experts in the residential community industry
- Be exposed to the latest technology and services tailored to communities - as showcased by our exhibitors

Bookings have opened and there are a limited number of seats available – so get your booking in soon to avoid disappointment and to take advantage of the early bird discounts.

The ARC Annual Golf Day takes place on Tuesday 17 September, the day prior to the conference commencing. There is no cost for ARC members who will receive further details in due course.



Provisional Programme

Tuesday 17 September 2019

- ARC Annual Golf Day
- Bowls and Gin Tasting (for non-golfers)
- Welcome Dinner and Prizegiving

Wednesday 18 September 2019

- Registration, Exhibition Opening and Welcome Coffee Conversations and Breakfast snacks (8am to 9am)
- Conference Day 1 (9am to 4.30pm)
- ARC Annual Dinner (from 6.30pm)

Thursday 19 September 2019

- Morning Coffee Conversations (8am to 9am)
- Conference Day 2 (9am to 1pm)
- Farewell Lunch
- RCC (Residential Community Council) AGM (2pm to 3pm)
- CAISA (Community Association Institute of SA) AGM (3.30pm to 4.30pm)

Where to stay

San Lameer have two very attractive options; the San Lameer Hotel and the San Lameer Villas, both offering fantastic special prices for ARC Conference delegates.

We hope that you will be able to take advantage of this perfect opportunity to extend your stay and get your family to join you at the idyllic San Lameer Resort after the conference.

How to get there

You have the option of:

1. Driving to San Lameer from Johannesburg will take 7 hours and from Durban Central will take 1½ hours
2. Fly to King Shaka International Airport, the drive to San Lameer will take 2 hours and besides hiring a car there are also various shuttle options, at scheduled. Should there be sufficient demand we could also look at hiring a coach.



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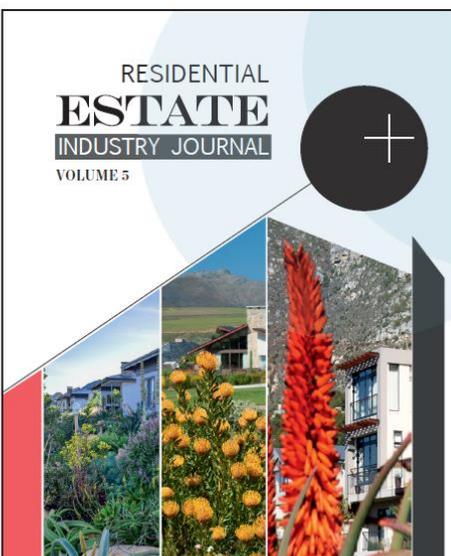
Get listed with Estate Living and your estate receives

- An Estate **profile** on the official public website for the estate communities estate-living.co.za
- **Share your news** across digital and social media to an interested marketplace
- Include your **estate video and photo galleries** to show off the real 'experience' of your environment
- **Rank positively on google with a positive online presence**

Reach

- **2.5 million people searching** for estate environments monthly online – we make sure you are visible
- **13 000 unique visitors** monthly to the Estate Living website
- **300+ property developers** / developer groups in our database
- **400 000 potential** residents, buyers, investors, subscribers with a specific interest in estates and developments locally and internationally

GET LISTED: jaim@estate-living.co.za



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for your board members

The annual Residential Estate Industry Journal, published in collaboration with the Association of Residential Communities (ARC), is the official reference guide to best practice, policy and procedure, relevant and significant to the residential estate community. **The Journal serves to educate through experience-driven industry knowledge.**

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Elf Rentals - what we can do for you

ELF Rentals was founded in 1995 with the aim of providing a solution for corporate business and residential housing estates to the problem of electronic security systems being unreliable due to a lack of proper servicing and maintenance of the equipment. Elf devised a system where the equipment is installed on a full maintenance lease and Elf carries the risk of having to replace faulty equipment during the typical 5-year rental period. In addition, a 24-hour service solution forms part of the Elf contract as well as full insurance cover against electrical power surges, lightning strikes and vandalism. This allows Elf to quickly restore the system and to ensure our clients' assets always remain protected.

ELF Rentals and the security sector is going through an interesting time with breakthroughs in innovation taking place at a rapid rate. Elf rentals with over 20 years of experience is excited to remain at the forefront of these innovations, moulding some of them to suite our client's needs.

This year ELF has evolved and grown to accommodate some of South Africa's biggest companies and housing estates with some great results. We have invested a lot of time developing our professional skills in the areas of perimeter security including fencing, CCTV and access control.

Here are some of the latest tech innovations ELF have added to their service mix over the course of the year.

Bi-Polar Fencing

ELF is now wiring our electric fencing in a Bi-polar format. This allows for all an 'All live wire' fence instead of the conventional setup which has alternate 'live' and 'earth' wires. Bipolar configuration also provides 'cut protection' on all lives wires and is therefore more sensitive to attempted breaches due to all wires being 'live' and being in series circuits. ELF also offers accurate fence zoning which allows guards to pin point attempted breach areas. All zones are graphically displayed in real time in the guard house and is monitored off site by ELF, which allows us to maintain and repair the fence with a quick turnaround time. We have also recently launched our new custom fence insulators which are shaped to reduce the amount of residue that accumulates on the electric fence making the wire less likely to short or suffer "leakage path" voltage loss. The insulators also facilitate the wire to run through the steel fence posts and thereby minimise the opportunity for tampering, in comparison to the standard clip on insulators which can be snapped off without triggering an alarm.



Cameras

ELF supports some of the latest and most powerful Hikvision cameras. These cameras include the PTZ Dual Thermal Cameras and the EXIR Bullet Cameras to name a few. With a range of up to 120meters in low light and High Definition footage at long range with smart detection: intrusion detection, line crossing detection, region entrance and exiting detection and other great analytics providing our clients with more reliable notifications and footage. Selected cameras have dual lenses, the first lens being HD optical for high quality imagery during the day with optimal zoom and the second lens is a thermal lens which can identify threats using heat signatures at long range. These cameras can cover a distance of 1000m down a straight line and the PTZ Camera can be set on a specific panning route to mimic that of a guard doing a scan of the site and surrounding areas.



With the high security needs South Africa face, ELF Rentals are committed to remaining at the forefront of these technological developments while fully complying with all the safety and compliance regulations.



If you would like to find out more about ELF Rentals feel

free to contact us at

Share Call: 0860 100 867

JHB: 011 312 9971

PE: 041 368 5218 or visit our website at

www.elfrentals.co.za

Get the most out of the ARC Member Portal

- **Keep your details up to date**

If any of your details change, remember to let us know, so that we can stay in touch with you and provide you with the most recent information.

- **Update the list of people from your estate who you would like to have access to the portal**

This can include relevant HOA staff and Directors/Trustees. Remember to keep us updated when your new board members are elected, and old ones stand down. Also, let your new board members know that they will be receiving a digital key from us and that they should contact sandy@hoasupport.co.za if they have any difficulty logging on and resetting their password.

- **Use the Estate Forum to discuss estate matters with your peers and to get tips on how other estates have dealt with similar issues**

This tool provides up to date and immediate dialogue and can be extremely useful. The other option is to send in a query, but the turnaround time can be longer for some queries.

- **Log on regularly**

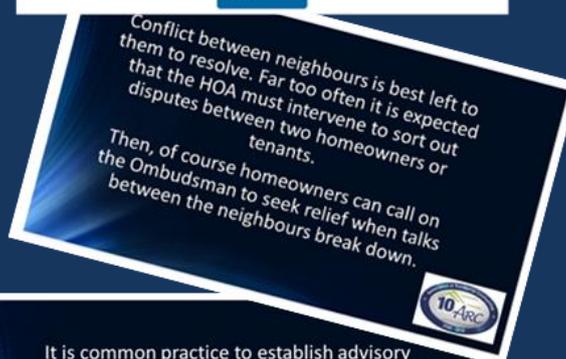
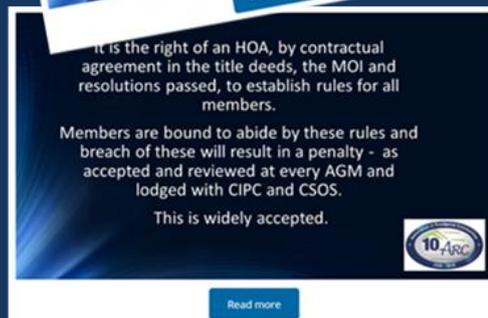
View recently uploaded queries, documents, feedback on legislation etc.

Friday Messages from ARC

In October 2018 we started a new initiative where we send a message on a Friday to our members dealing with pertinent issues and questions that many of our members have and some that they might not even have thought about yet. We also link the messages to relevant documents on the ARC Member Portal to provide more detailed information.

These Friday Messages have been extremely well received by our members and we will continue sending them – so be on the lookout.

Should you have any ‘burning questions’ please email jeff@hoasupport.co.za





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The Community Manager - Jack of All Trades?

Being a community manager is easy; anybody can do it, **right?** Hardly, as few professions require the range of knowledge that community managers must possess. On any given day, a manager might wear many hats: legal expert, financial analyst, general contractor and mediator. Your community manager might start the morning outside with a landscaper, spend the afternoon with an engineer pouring over construction plans, help your board chairman keep the peace at a meeting, and then—just when you think your manager is done role playing for the day —s/he gets a call in the middle of the night about a water leak.

How can a person learn about all these different operational issues of community management? The scope of skills and knowledge required are diverse. ARC has identified the following eight vital skills areas:

- governance and legal matters
- budgets, reserves, investments, and levies
- financial controls
- meetings management
- risk management and insurance
- contracting
- property maintenance
- people management and customer service

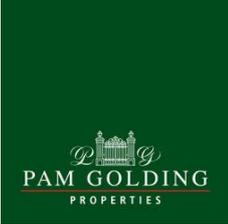
Just how much knowledge your community manager should have about each topic depends on the type and size of your estate. It is important for every manager to know about governance and legal matters, meeting management, budgets, reserves, investments and levies. Extensive knowledge about human-resource management, for example, is probably less critical when there are no onsite employees. However, for others this category is crucial -- some HOAs could have a big staff complement, making human resource management an important skill area for those managers.

Everyday tasks also run the gamut. In addition to knowing the basics such as how many directors are required for a quorum at a board meeting or residents at an AGM; your community manager needs to stay current in a range of fields. The community manager needs to know what types of insurance options are available to protect the HOA from disasters, as well as what laws pertain to environmental issues, from recycling to use of pesticides. When drawing up a budget, your community manager needs to know how to analyse trends, plan and scout out alternative sources of income.

How can just one person keep up to speed in so many different areas? It is important that your community manager stays informed. When s/he does, all those hats that must be worn won't feel so heavy and that is where the Association of Residential Communities plays such a vital role.

Our Valued Business Partners

Our Business Partners support and grow the industry and their contribution helps to keep our membership fees low. Please visit hoasupportco.za to find out more about the services they offer our members in the residential community industry and to get their contact details.

 <p>Anambo Finance another amazing business opportunity</p>		
		
		
		
		
		<p>Meet our Business Partners at our upcoming Regional Chapter Meetings and Annual Conference in September 2019 and find out how they can help your community achieve Remarkable things!</p> <p>To arrange a meeting with them email jono@hoasupport.co.za</p>
		