



# Service Provider Directory

## Introduction to the Association of Residential Communities (ARC)

The Association of Residential Communities (ARC) was established in 2008 to **proactively support the volunteers/members of Homeowners Associations (HOAs)** and Bodies Corporate, and their management teams in the achievement of the vision to establish, maintain and enhance the value of properties and the lifestyles of residents.

ARC's support services are aimed at all **organised residential communities** such as golf, lifestyle, wildlife, eco, equestrian, marina, retirement villages, leisure estates and cluster developments. ARC **engages with members** on a practical level and offers a wide range of support services, dynamic networking opportunities, access to best practices and provision of policies, procedures, tools and templates for the effective management and leadership of the communities they serve.

Research shows that there are over 3000 registered Homeowners Associations and over 56000 Sectional Title Schemes containing around 2 million properties in South Africa. Each of these is represented by a Homeowners Association (HOA) or Body Corporate, consisting of elected volunteers who are members of the HOA. It is also the responsibility of the HOA to put in place a management team to manage the estate/community. ARC believes that since **80% of HOAs share similar issues and challenges** there is a great opportunity for increasing efficiencies through **sharing information and collective networking**.

## The Residential Community Industry

**Industry research has shown that in South Africa:**

- There are over 3 000 Homeowners Associations (HOAs)
- There are over 56 000 Sectional Title Schemes
- There are over 1.9 million homes in residential communities
- Over 5 million people currently reside in residential communities



- Organised communities take up around 9% of developed land
- Property value in residential communities makes up 27% of total residential property
- The industry has in excess of R 800 billion assets under management

**Other research conducted by The Association of Residential Communities on its members has shown that:**

- Our members currently have over R 1 billion in financial reserves combined
- Our members work with an average monthly operating budget of over R 1 million
- An average of around 32% of our members' operating budget is spent on security
- An average of around 23% of our members' operating budget is spent on maintaining common areas
- The average number of levy payers in each of our member communities is 540 and on average they pay a monthly levy of around R 2 000
- Each of our members employ on average 2.8 people in management positions, 3.2 people in administration positions, 17.2 people in operations positions and 2.1 people as retained external consultants managing the lifestyle, security, maintenance etc.

## Service Provider Directory

The ARC website and portal attracts visitors who are HOA Directors, Trustees, estate management, as well as owners and tenants who live in these residential communities. The Service Provider Directory will be accessed by these role players when sourcing new products and services for their homes and for the residential estate facilities.

These could include products and services required when owners start their build including architecture, building contractors, building materials, cupboard and kitchen installations, home fixtures and fittings, and security technology.

Suppliers of external services and products including gardens, irrigation systems, swimming pools, garden furniture and structures are also sought after by home owners and clubhouse management.

Home maintenance services will include water, electricity, waste, gas, energy saving technology, plumbing, painting, waterproofing, etc. and home owners and the HOA are continually seeking out new products including furniture, soft furnishings, carpets, flooring, lighting, blinds, electronics, media, computer equipment and entertainment systems.

Suppliers of services for home owners will also gain benefit from listing where this will include interior designers, courier services, removal services, cleaning services, pet care, transport, entertainment, catering and more.

## Benefits of listing your business on the ARC Service Provider Directory

Any company that provides products or services to the residential community industry at large will be directly connected to their target market via a Service Provider Directory listing on the ARC website and linked member portal ([www.hoasupport.co.za](http://www.hoasupport.co.za)). These suppliers can list their company details, including product and service descriptions, city/cities where they operate and all contact information. Once a year, you can also contribute a 150-word article to the quarterly ARC Newsletter to members.

The cost for this is **R3 400 (excl. VAT) for the first year and thereafter R2 900 (excl. VAT)** for the annual renewal, invoiced on the anniversary date.

To get your company listed, complete the attached form and start receiving the benefits of being seen on the ARC Service Provider Directory, today!

**For more information**, please email [jono@hoasupport.co.za](mailto:jono@hoasupport.co.za) or [peggy@hoasupport.co.za](mailto:peggy@hoasupport.co.za) or call:

0861 462 463  
083 286 5939



# Service Provider Directory Application



Please email this form to [peggy@hoasupport.co.za](mailto:peggy@hoasupport.co.za)

Contact Details	Company Name:			
	Contact Person/s:			
	Landline No:			
	Cell Phone No:			
	Email Address:			
Invoice Details	Full Company Name			
	VAT No:			
	Postal Address:			
	Physical Address:			
Information to be listed on ARC Service Provider	Description of product/s & service offerings (maximum 255 characters):			
	City/Cities where you operate or National?			
	Operating Hours:			
	Website Address:			
	Facebook Page:			
Logo Required	High Resolution Full Colour Logo, preferably in JPG format but PNG will also work	Logo Attached		
ARC Service Provider Directory Listing:  R3 400 (excl. VAT) for the first year and thereafter R2 900 (excl. VAT) for the annual renewal, invoiced on anniversary date.	<p>I hereby request to have the above business details listed on the ARC Service Provider Directory. On receipt of this form you will be emailed a Tax Invoice and on receipt of payment the above company details will be loaded.</p> <p>_____</p> <p style="text-align: center;">Name</p> <p>_____</p> <p style="text-align: center;">Signature</p> <p>_____</p> <p style="text-align: center;">Date</p>			