

Association Times



Issue 53
November/December 2020



*Arabella Country Estate
Showcased on page 5*

From the editing team

As 2020 draws to a close, we will all be reflecting on what an extraordinary year it has been a year of unexpected surprises!

We have learnt some great lessons about being adaptable and patient and have an increased awareness of the importance of living in the now, with renewed gratitude for the things often taken for granted. We have also learnt to appreciate togetherness - with our families, friends and in our communities.

Moving into 2021 let us be conscious of not letting the pandemic and its challenges become our identity but rather let us take the lessons we learnt and let us move into the new year with positive expectations.

2020 has created many new opportunities and we look forward to working with and serving our existing and new members and partners in 2021.

A very warm **welcome to the following communities**, In Gauteng - **Bateleurst Bastion, Fourways Gardens, Thornfield**, Western Cape - **De Velde Lifestyle Estate and Welgedacht**; KwaZulu Natal - **Abrams Crest**.

We are also proud to announce that **our new Business Partners** providing tailored solutions for residential communities are:

ClickOn Communications - security access specialists and part of the Bidvest Group

D&G Health and Safety Practitioners who are specialists in estate safety management with a specialised system that minimizes the liability to the homeowners, HOA and Estate Management.

Elvey Security Technologies is a distributor of leading brands of security and IT equipment who work with installers to design integrated complex and estate solutions. Alarms, access control and CCTV are seamlessly integrated over wireless networks with optional project financing.

Scholtz Consulting in the Western Cape – offering security-focused consulting and assessments

Solar Earth Technologies is an integrated surface solar module manufacturer and distributor

You will find the full list of our residential community industry Business Partners on page 16 of this newsletter. Contact them to find out how they can assist you with managing your community through their tailored solutions. Visit the ARC website www.hoasupport.co.za, the ARC Member Portal or contact jono@hoasupport.co.za for further details.

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*Plantations Estate
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ARC Regional Chapter Meetings

After a few rounds of on-line meetings, it was great for our members and business partners to get together during November at face-to-face meetings again. Thank you to Ebotse Golf and Country Estate, Westlake Country & Safari Estate, Cotswold Downs and Val de Vie for making this possible.



ARC Annual Conference, Expo and Golf Day

Silver Lakes Golf & Wildlife Estate 11th to 13th May 2021

All representatives from the Residential Community Industry are invited to attend and participate in the 8th Annual ARC Conference, the highlight of our annual calendar.

This event is taking place at Silver Lakes, which is conveniently situated just 20 minutes from central Pretoria, 45 minutes from OR Tambo International Airport and 45 minutes from Sandton.

The conference theme is 'Be the difference', and we will be exploring ways to empower all of us connected with our communities, through:



- Inspiring speakers covering topics including legislative compliance, conflict resolution and more. **We are excited to announce that we have managed to secure two of the county's top keynote speakers Emma Sadleir and Joni Peddie**
- Participating in a range of networking opportunities, debates, and discussions relevant to your estate's size and the issues you face
- Finding out about innovative products and services aimed at the residential community industry

Programme

Tuesday 11th May 2021

- ARC Annual Golf Day
- Lunch & Lawn Games for non-golfers
- Welcome Dinner and Prizegiving

Wednesday 12th May and Thursday 13th May 2021

- See next page for programme and speaker details

There are still a few Sponsorship Opportunities available as well limited delegate places.

To find out more or to book before it is too late call 0861 462 462 or email info@hoasupport.co.za



Draft Programme

'Be the Difference' ◦ ME in my role ◦ the HOA ◦ my COMMUNITY ◦ the INDUSTRY

Day One 12 th May 2021: Registration from 08h00 - Sponsored by CSOS				
Session 1	09h00 - 09h15	MC	Welcome and Introduction	Jeff Gilmour - ARC
	Theme: How can I be the difference? Sponsored by PEC Utilities			
	09h15 - 10h15	Keynote Address	How to KNOW...CHOOSE....and GIVE yourself	Joni Peddie - Executive Coach and Strategic Facilitator & MD of the business Resilient People
	10h15 - 11h00		Dealing with conflict/disputes and handling "difficult" people	
	11h00 - 11h30	Tea		
	11h30 - 12h15		Balancing my relationship, focus and efforts between the Board, committees, residents, visitors, the management team, and staff	Janssen Davies - Chairperson White River Country Estate and Berg en Dal Estate
12h15 - 13h00		Panel discussion		
Session 2	13h00 - 14h00	Lunch		
	Theme: How can my HOA be the difference? Sponsored by Fungi Utilities			
	14h00 - 15h30		Facilitated group discussions and debate <ul style="list-style-type: none"> ◦ Crime (shift of the focus) ◦ The environment ◦ Going off the grid ◦ Member issues on public platforms ◦ Moving toward a virtual environment ◦ Group specific issues (e.g. golf) 	Group 1 - Large (Golf) Group 2 - Medium and small
	15h30 - 16h30		Summary and report back from facilitators of the 2 groups	Group facilitators
	18h30	ARC Annual Dinner Sponsored by Bidvest Protea Coin & ClickOn		
Day Two 13 th May 2021: Registration from 08h00 - Sponsored by CSOS				
Session 3	09h00 - 10h00	Keynote Address	The legal, disciplinary, and reputational risks of social media	Emma Sadleir - founder of The Digital Law Company & South Africa's leading expert on social media law
	Theme: How can my community be the difference? Sponsored by First National Bank			
	10h00 - 10h45		Engaging with, and creating win - win solutions with external stakeholders (A shared vision for the community)	
	10h45 - 11h15	Tea		
	11h15 - 12h00		Creating, entrenching, and sustaining 'harmony' in our communities - resident engagement strategies, including diversity	
	12h00 - 12h30		Questions and discussion	
Session 4	12h30 - 13h30	Lunch		
	Theme: How can our Industry be the difference?			
	13h30 - 14h00		The protection of personal information and the promotion of access to information - A 'checklist'	Jeff Gilmour - ARC
	14h00 - 14h30		Industry regulation overview - CSOS	Chief Ombud (CSOS)
	14h30 - 15h00		Advocating our ability to self-govern - RCC	Hannes Hendriks - RCC Chairperson
	15h00 - 15h45		The legal and legislative framework, & education and awareness of this, for our residents	Lazelle Paola - Partner at Cox Yeats Attorneys
15h45 - 16h30		Conference close and resolutions	Jeff Gilmour	

Ecological Management Plan

At Bidvest Top Turf, we pride ourselves in identifying and understanding our client's needs. With a growing environmental awareness among landowners, and more stringent environmental legislation, the need to understand our environment has become more essential than ever.

To create and manage vibrant and sustainable environments, we have the ability to do a landscape ecology and biodiversity analyses for any site no matter the size.

Landscape ecology is the science of studying and improving relationships between ecological processes, the surrounding environment and land users. This is done by identifying and describing key environmental attributes, which includes, but is not limited to:

- Hydrology (specifically surface water drainage patterns and flow regimes)
- Topography
- Vegetation (flora)
- Natural habitat availability
- Land uses (historic, present, and future land uses)
- Urban landscape features
- Climate

Our reporting ability provides a summary of the landscape ecology and biodiversity analysis done for your site, which could be incorporated in all management and planning strategies developed by ourselves.

Landscape management deals with processes in an integrated and multidisciplinary manner, combining natural resource management with environmental and livelihood considerations. Our approach also factors in human activities and their institutions, viewing them as an integral part of the system rather than as external agents.

Developing a site-wide management plan can be done in collaboration with the landowner and will incorporate all the available information into a strategy, which will include:

- Identification of suitable buffer zones around sensitive areas (e.g., drainage lines, ridgeline, etc.) to restrict activities which may harm or alter habitats.
- Recommendations on placement, construction, and maintenance of infrastructure (e.g., game viewing roads, water catchment areas, cycling pathways and walking trails etc.) across the site.
- Storm water management.
- Alien and invasive plant management.
- Veld conditioning and carrying capacity management.
- Erosion management.

Our team forms part of the South African Council for the Landscape Architectural Profession (SACLAP), and the South African Council for Natural Scientific Professions (SACNASP).

If you would like to enquire about this industry leading management tool, feel free to contact us on info@topturf.co.za and see how Bidvest Top Turf is rooting for a greener tomorrow.



See you
all next
year!

Thank you to all our valued members and business partners for your support during 2020. We have loved working with you and are looking forward with great anticipation to an exciting 2021.

Although we're away from the office from 23 December 2020 to 4 January 2021 you'll always be able to reach us on 0861 462 463



Happy
Holidays

AND A
JOYFUL NEW YEAR

Arabella Country Estate

Situated on the shores of the Bot River Lagoon, Arabella Country Estate is a residential estate world-renowned for its spectacular Peter Matkovich designed golf course as well as Hotel & Spa, which regularly attracts international stars and celebs. Due to its magnificent setting in the Kogelberg Biosphere, the Estate has recently taken advantage of what it has to offer and has enhanced its lifestyle offerings for residents and visitors to the Estate.



“With so many people seeking to move out of the cities and into the peaceful countryside for a more tranquil lifestyle, we have found that the Estate is no longer only reserved for those in their golden years or holiday home buyers,” explains Estate Manager, Dirk Uys. “Arabella has now become very popular with younger families and we realised we need to ensure that we have adequate offerings to enjoy on our estate.”

Arabella has become one of the first establishments in the area to offer full fibre optic cabling throughout the Estate ensuring high-speed Internet connectivity to all home owners who subscribe to it. “Many people moving onto the Estate are doing so to escape the growing stresses and congestion of city life,” says Uys. “We are located just 110km from Cape Town and with the increasing trend towards mobile/home offices and home-based businesses, Arabella has become a very nice alternative, The fibre optic cabling now allows all residents the high speed access to be able to work efficiently from home.”

For the first time in the history of the Estate, residents and visitors now also have access to the Bot River Lagoon to use for non-motorised boating activities and lagoon fishing. The Estate has recently built an additional look-out deck right on the waters' edge, which will not only make a breathtaking spot to have lunch or sundowners on, but will also allow easy access to the water , storage of canoes, fishing, etc.



The children's playground equipment at the Village Square has been upgraded and significantly added to, making it a great spot to take the kids to go play and also to sit and enjoy a light picnic. The tennis courts and putt-putt course are also another great excuse to get outside into the fresh air. For walkers, bird, and nature lovers, the Estate has recently extended their walkways around the property allowing residents to enjoy their walks within the safety and tranquility of the estate.

Being an ecologically sustainable Estate, Arabella have already started implementing plans to ensure the landscaping aesthetics of the Estate remain in place for the next 20 years which includes planting more trees to replace those that will die of old age and ensuring that all plants planted on the Estate are indigenous to the area and sustainable .

The Estate in conjunction with the Arabella Hotel have established extensive mountain biking and trail running routes on the land bordering the Estate on two sides, suitable for beginners to intermediates. These routes are exclusively open for use by Arabella residents and visitors only, allowing for exercising in a magnificent setting.

And finally back to the golf course - unlike many other golfing estates situated around South Africa, as a resident at Arabella you are not required to become a member of the wonderful Arabella Golf Course. As home owners you are able to choose if you would like to become a member or rather choose to pay the standard daily rates when you would like to play on this magnificent course!

For more information on Arabella Country Estate please see the following:

Website – www.arabellacountryestate.co.za

Facebook – @ArabellaCountryEstate

Twitter – @ArabellaEstate

Instagram - @arabellacountryestate

Monday is Lockdown-meeting day

We continue to hold regular meetings using the Zoom platform. These meetings now take place every second Monday.

Since the end of March 2020, ARC together with the RCC (Residential Communities Council) has facilitated 50 of these on-line meetings with over 19000 attendees.

As a group we have been able to deal with many issues relating to the challenges that implementing the lockdown regulations have presented. Together we have explored and shared possible solutions.

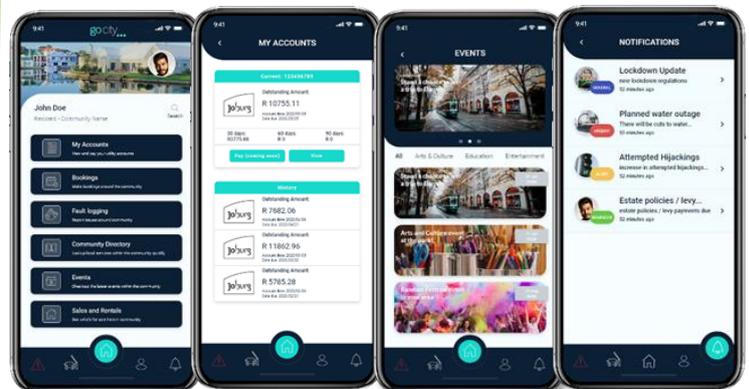
These meetings will commence again on 11th January 2021 at 10h30.

'Making Living Easy' with Go City

We understand that managing and running an estate is no easy feat. Being able to keep an eye on every component of your estate is tough. Managing service providers, keeping residents informed, ensuring you know exactly who is entering your estate even when you are not there.

Now there is a way to integrate all of the systems into one, easy to use platform. Imagine a single dashboard that would tell you exactly what was going on in your estate at a glance. Problems highlighted with accurate live data. Residents being able to engage with various estate services through one app.

We at Go City strive to simplify the day-to-day lives of residents living within residential communities while streamlining the management processes to provide a truly smart estate experience. With 29 years of data and digital experience we are proud to be working with South Africa's largest developments and Developers.



We believe information and data is key to successful management and having information readily available at a click of a button is what every estate manager deserves to have.

By integrating the various technological needs of your community into a single digital platform, Go City is the only app experience your estate will need. Allowing estate management to engage in a smarter way with residents, visitors and employees. Our software solutions are agnostic to most hardware components and we strive to first integrate existing solutions where possible. This allows for minimal change with great results.



“The Association of Residential Communities (ARC) and the Residential Community Industry at large have been searching for a platform that is able to integrate, centralize and promote collaboration amongst technology focused service providers as well as database management for Residential Communities in South Africa. ARC believes that the solution provided by Think Digital and Go City will do exactly that and we are extremely proud and excited to have formalized our Business Partnership, which in turn will benefit not only Residential Community Management but also the residents themselves living within these communities, as we endeavour to negate some of the challenges that Residential Communities are facing, specifically as they relate to integrated technology and centralized database management.”

2. Go City, Estate - Go City ESTATE provides a comprehensive solution for larger community engagement and management with extensive features to help residents, visitors and management better interact with their community
3. Go City, City Package- The City Package is aimed at communities that house several integrated societies under one umbrella. The City package provides an integrated solution for full city engagement and management with extensive features to help citizens, employees and visitors to engage seamlessly while giving management a single overview

Everything from access control to booking your favorite boardroom. Needing to report a maintenance issue and having the management team keep you informed throughout the whole process.

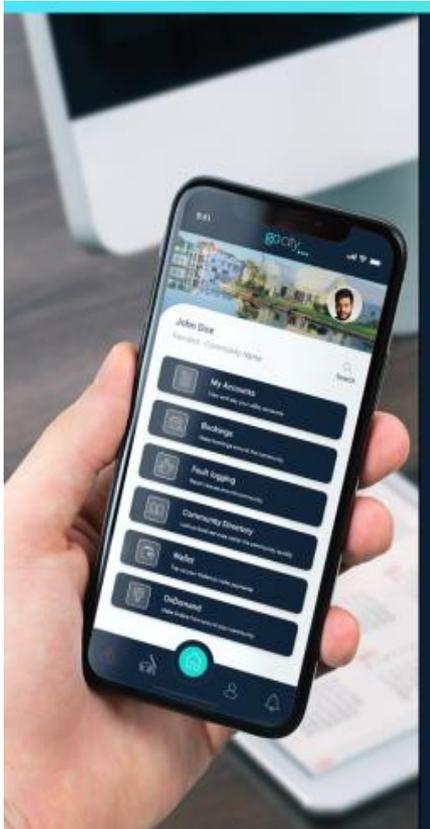
All housed in a single platform.

We offer three different packages to suit various community needs.

1. Go City, Lite – Go City LITE provides the perfect entry level solution for community engagement with essential features to help residents and visitors better interact with their community.

For more information around how Go City can assist you and your community please contact Gareth Madden to schedule an appointment. Or alternatively contact him on gareth.madden@thinkdglobal.com.

Looking forward to assisting you and your team taking the next step to a fully integrated community.



GO CITY KEY FEATURES OVERVIEW

- Notifications**
The notifications centre will ensure users are kept up to date with all relevant communication
- Touchless Access Control**
Next generation, data driven access control that enables residents and visitors to gain seamless and touchless entry
- Accounts & Levies Payment**
Link your municipal and levy accounts to your profile allowing for quick view and easy payment
- Events**
View events and receive notifications on happenings and offerings surrounding your community
- Fault Logging**
Report anything from general upkeep, to security worries. Relevant parties are notified directly
- Prepaid Utilities**
Purchase electricity, water and/or gas from integrated 3rd party utility providers
- Directory**
Create a trusted supplier's directory specific to your community
- User Data Profiles**
Store, manage and access key user data and behavioural analytics. Done securely with full POPI compliance via opt-in protocols
- Bookings**
Book your favourite community asset with a click of a button & stay updated as the booking progresses
- Emergency Contacts**
List emergency numbers with easy click to call. Connecting residents to all essential services
- Wallet**
A digital wallet to enable convenient card less and cashless payments for the whole family in your community
- Sales and Rentals**
List properties which are up for sale or rent. Provide full listing details and 3D tours
- Point of Interest**
View important locations and attractions in your community

Plantations Estate

Plantations Estate, once a sugarcane plantation, was established in 2003.



It's a magnificent Tuscan styled development set on 86ha of prime real estate. Set in a natural conservancy, it still has proximity to the hub of Hillcrest, KZN, with many top schools within a 3km radius.

With ease of access to the M13 and N3 motorways, Plantations is an ideally located secure estate. There are 705 homes consisting of 5 sectional title units and over 300 freehold properties, there is much on offer to suit everyone!

One of the hidden gems of the estate is the 38.5ha of natural conservancy, which the estate maintains to provide forest trails for the residents. There are beautiful spots for picnics and recently a small camping area is being created to offer some weekend over-night camping fun for the residents.

There is a small retail centre at the heart of the estate offering a restaurant and convenience store, hairdresser, and beauty salon.



This is how the estate has developed since 2003 and what it looks like today!



For the kids there is a large playpark which is divided into sections to cater for the under 6's, and under 12's.



Last year, Plantations commissioned local street artist Giffy to uplift a pump station giving residents who walk the perimeter paths something different to enjoy.

With dassies and duiker, and numerous other small wildlife on the estate, Plantations is the perfect mix of nature and modern living.

Beautifully landscaped common gardens and 24-hour security with a manned, gated entrance, perimeter CCTV surveillance and electric fencing ensure high level security surrounded by beauty.

Follow us on Instagram (@plantationshoa) or explore more here: <https://plantationsestate.co.za/>



Succession Financial Planning

Succession Financial Planning was established in 2010 as a subsidiary of the Sanlam Group. From its humble beginnings, it has become the largest independent insurance brokerage in South Africa with a strong national footprint.

Our purpose is to facilitate the creation of lasting partnerships between clients and advisers, ensuring that each client of SFP achieves financial freedom and wellness regardless of the life stage they find themselves in.

When you become a client of SFP, you are the recipient of more than the knowledge of one professional – you harness the expertise of the entire SFP team. Our best-in-class financial services and advice expertise, combined with effective execution, enables us to meet any of our client's requirements.

Backdrop

We find ourselves in the most peculiar situation. Who would have thought at the beginning of 2020 that a flu virus would have brought the world to its knees? This has brought out all the conspiracy theorists to pen their thoughts and, in many cases, paint nothing less than a doom and gloom future for the world and all who occupy it.

Factually, the COVID-19 pandemic has created major shifts in paradigm, the global economy, concerns amongst millions regarding their working careers and wiped out billions in terms of wealth value.

How we can assist

On the local front, our government and financial institutions are attempting to absorb and offer as much financial relief as possible to keep businesses and individuals afloat.

Part of this relief has been relaxing of the repo rate from the Reserve Bank by 275 basis points since the beginning of March.

This has an impact on capital that is invested for future CAPEX and/or OPEX.

Many institutions are currently holding on to vast amounts of capital, waiting for the uncertainty to clear and for the economy to pick up again.

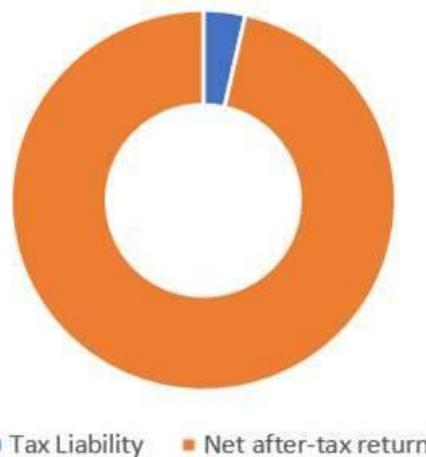
This is no different from the HOA and the Trustees of Sectional Title Schemes.

The question is: Are you making the best decision in the current situation by leaving capital reserves with banking accounts and are the investments tax efficient?

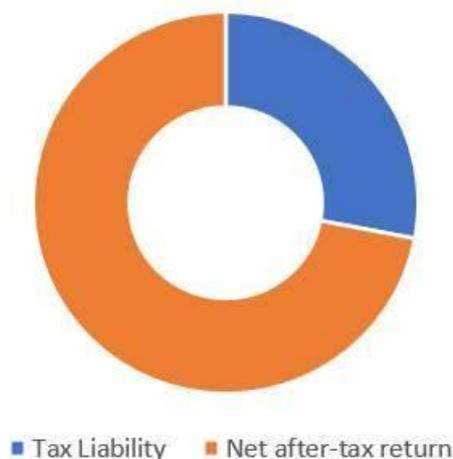
With the drop in the repo rate, the interest being offered to clients, institutions or individuals alike, has been reduced by the same percentage.

Compounding this with the fact that interest payments attract income tax beckons one to consider whether there may be better options out in the market, where capital can be invested and yield a better and more effective return.

Tax efficient cash option



Conventional cash option



Succession Financial Planning (a subsidiary of the Sanlam Group), in conjunction with Sanlam Investment Management and TBI Investment Managers, can offer an investment solution that delivers all the above. The investment instrument is capable of delivering higher yields, tax-effective structures whilst granting liquidity that one can consider and investigate?

The Sanlam Alternative Income Fund (SAIF) offers investors with cash reserves a conservative and tax efficient alternative to conventional cash options.

The two primary benefits of SAIF are:

- 1) an improved after-tax return for the investor, and
- 2) a dramatically reduced income tax liability.

Launched in 2007, this credit rated fund aims to produce predominantly dividend returns, significantly more tax efficient than interest, and provides investors with 24hour liquidity and capital preservation. The fund offers same day liquidity for withdrawals of at least R5 million. SAIF invests mainly in high quality redeemable preference shares issued by the big five banks and financial institutions. This conservative strategy means that credit and capital risk is restricted, and there is no interest rate or currency risk, as the fund does not invest in corporate preference shares, volatile perpetual preference shares, bonds or equities. The fund has great depth of liquidity and is actively used by large banking groups, listed and unlisted companies, trusts and high net worth individuals seeking improved after-tax performance on their cash.

With the above features the fund also provides capital safety by eliminating fluctuations in capital value.

With the features highlighted above, this instrument certainly offers the HOA and Trustees of Sectional Title Schemes the features to meet the pre-requirements of capital safety, a highly reputable institution, and well-qualified advice for the investment of your capital reserves.

Should you be interested to have a discussion with one of our qualified Advisors in your area please contact our key Account Manager of Succession Financial Planning and Advisory Services (Pty) Ltd

John Michel on john.michel@succession.co.za or on 083 445 2555.



Health and Safety - Let's Talk Accountability



Most of us know what the Construction Regulations say about the accountability of building a house. We can all agree it belongs to the Client (the person who will benefit from the construction). In a typical Client – Principal Contractor (PC) relationship this is correct. The Client has full control over his Principal Contractor as per the legislation. The Client's responsibilities include plan approval by the Council, issuing a Safety Specification, Baseline Risk Assessment, approval of Safety Plans and Safety File, etc. after which he can commence with the building of his dream house. During the construction phase he would be required to monitor the progress and commend or penalize the builder for any infringements.



This does however change in an Estate. The building plans must be approved by the Estate for aesthetic reasons thereby ensuring adherence to the complex's building requirements. The builder is required to register his staff within the estate before gaining entry to the site. A fence, skip, mobile toilet must be on site before he can break ground. In our experience, these represent most of the pre-requisites of most estates. A list of rules pertaining to the site during the building process is also required to be adhered to. If one of the requirements are not met, as per the contract signed between the builder and the estate then the estate can impose penalties on the builder. In severe cases the builder can be removed from the site by the Estate Management until the infringement has been rectified.



The main question remains. Who is accountable for the health and safety? We believe the accountability belongs to the person in control – you should not be held solely accountable for something that has shared control with Estate Management. As we have established, in a typical Client / PC relationship, the responsibility and accountability for compliance lies with the client, as he is ultimately in control of the PC. However, in an estate - where the Client is not in total control but shares partial control with estate management, the estate has the responsibility to ensure that the Client and PC is within compliance of the applicable legislation to minimise their accountability. A simple example if the builder is issued with any infringements by Estate Management, the client does not have the authority to overrule the Estate Management and HOA who is ultimately in control of the site. For Estates to minimize accountability for the management of health and safety they need to ensure that the compliance is done. No builder must be allowed to commence work until the Client (member of the HOA) has fulfilled their obligations (Construction Regulations 5). The builder must ensure that their compliance (C.R 7) is adhered to daily during the building process. At D&G Health and Safety Practitioners we can assist Estate Management by implementing these small changes to make all parties comply with necessary legislation.

For Further Information, please contact Gavin Kruger
Telephone +27 10 591 1095 Cellular 078 748 6838 Email
gavin@dandgsafety.co.za



Why social responsibility needs to be a key focus for every estate

Since Cotswold Downs was founded, the estate management team has focused on the part that the estate and its residents can play in terms of social responsibility. 'Giving back' is not just the right thing to do but is also critical for the long-term sustainability and social license to operate for an estate. Whilst in many sense estates are 'closed off', there is nonetheless an interdependence with surrounding communities, businesses, the natural environment, and government departments.

A strong focus on social responsibility can have a profound effect on an estate's area of influence – from natural habitat conservation to assisting those in dire need and even to job creation. In a country with huge disparities in wealth and wellbeing, active social responsibility also demonstrates a commitment to surrounding communities and generates considerable goodwill.

It is, in a sense, both the right thing to be involved in, and makes good strategic sense for the long-term viability of an estate.

Cotswold Downs works closely with various community and animal welfare organisations, as well as environmental research groups. The estate's support of NGOs and non-profits has taken various forms over the years, from 'official' support to groups of residents mobilising to lend a hand where needed. We believe this has had the dual effect of more support opportunities being brought to the attention of the estate management team and encouraging more residents to get involved in these initiatives.

Below, we have touched on a few special projects that stand out from the last few years.

Supporting the community during the COVID-19 lockdown



The recent lockdown period was a difficult time for Cotswold Downs' neighbouring communities, which include many disadvantaged and vulnerable people. The estate management team and residents were humbled by the great needs of the local community, and by the way in which the residents came together to lend support.

For example, Cotswold Downs partnered with Heart in Hands and Robin Hood Foundation to support Thulothando Children's Home, which is just 1.3km from the estate.

Generous donations from The Kitchen at Cotswold (the estate's restaurant), the Cotswold Marketing office and estate residents, as well as a number of other companies, enabled Hearts in Hands to throw a party for the 52 children in Thulothando's care, complete with face painters, jumping castle, juice, ice cream, a beautiful cake and fresh pizza. In addition, there were large donations of food and cleaning supplies to sustain the children's home for some time.

Cotswold Downs also recently worked with RevolutionSA and The Valley Trust to bring relief to local communities facing poverty exacerbated by lockdown, by contributing towards Life Buckets – 251 buckets fitted with a tap, and filled with food and household items.



Hole-in-One Fund

Cotswold Downs hosts an ongoing hole-in-one competition, with a portion of the funds raised set aside for charitable initiatives, with R140,000 donated thus far.



The latest contribution went towards Focus on iThemba's Food Relief Initiative, with the estate donating R50,000 to the project out of the competition's reserves. With this contribution, Focus on iThemba distributed 800 food

parcels to households within the communities they support – providing food for 3,200 people. Items in the food parcels included: assorted beans, cooking oil, rice, maize meal, salt, sugar, soup mix, soya mince, multi-purpose soap and toilet paper.

In previous years, contributions from the fund have assisted in upgrades to Entokozweni Pre-School (meaning 'abundance of joy' in isiZulu). The school caters for 30 children from 12 months to 5-year-old toddlers, and the upgrades included flush toilets, water sustainability through the installation of a JOJO tank, floor coverings that promote hygiene, as well as a much-needed jungle gym.



*Project Joy 2019
Before*



*Project Joy 2019
After*

Environmental programmes

Cotswold Downs is home to numerous crowned eagles, including a successful breeding pair, and over the years the estate has supported a university research initiative on this species. The central aspect of the study was to use the latest technology camera traps to get an unprecedented view into their nesting behaviour.

Cotswold Downs supported the research with sponsorship of a nest camera, a GPS tracker and other equipment. The resident eagles have provided interesting data as well as sightings by residents and visiting golfers – on several occasions, blue and grey duiker have been attacked on the rough margins of the course!

This is one of the many environmental projects that the estate focuses on – others include the installation of owl boxes, specially-built fence lines that allow small animals to migrate through the estate, alien vegetation clearing programmes etc.

The estate also hosts an annual Contractors' Golf Day, with the proceeds donated to CROW (the Centre for Rehabilitation of Wildlife). The 2019 donation was allocated specifically towards the expansion their Intensive Care Primate Nursery, and the organisation's other efforts in their quest to rescue, rehabilitate and conserve orphaned and injured wildlife.

Making social responsibility sustainable

Over the years, the estate management team has found that one doesn't need an extensive budget or large team to be able to run a successful social responsibility programme. We have found the following approaches to be helpful:

- Involve the residents – No estate management team has limitless resources, so by opening opportunities for residents to volunteer their time or resources, there is much larger scope to be effective. There is also the opportunity to leverage expertise within the estate, such as environmental experts, people skilled in speaking multiple languages, or those with healthcare skills. Drawing up a skills matrix amongst residents is a valuable exercise.
- Communicate what your estate is doing – Residents cannot buy in to social responsibility projects if they don't know about them, so keep your residents up to date with what is going on, who the faces are behind projects and how residents can get involved.
- Leverage local business – By forming relationships with local businesses, or those operated by residents, much can be done in partnership, especially if these businesses are able to provide pro bono or at cost support.
- Make social responsibility a portfolio – If it isn't already, your SR programme should be a portfolio on which residents and estate team members serve in an official capacity. This way, energy can be directed where most needed efficiently and effectively.
- Get to know the community – Rather than being an island, an estate can be a beacon of hope. By partnering with community leaders, your estate can help where needed most whilst bolstering its reputation.

Welcome to the Era of Convenience

The unwelcome arrival of COVID 19, changed all our lives forever. For those lucky enough to not come in direct contact with it, there were the more inconvenient realities that set in. For instance, learning how to understand muffled conversations through masks, or coping with painfully dry hands from mandatory sanitiser spray that one encounters at every door.

Beyond those mere annoyances, the introduction of the Coronavirus to our lives has also fast-tracked the age of convenience, whether we were ready for it or not.

Most consumers and businesses already make use of modern delivery services and have probably adopted them into their shopping routines by now. Whether it is online shopping for clothes, groceries and necessities, or the endless list of take-out options available, the idea of 'convenient shopping' has transformed completely.

So, why should one leave their house when it's unnecessary? Besides for abiding by social-distancing regulations, people are now able to save vast amounts of time by allocating that once dedicated commuting time, to more productive tasks. This welcome age of instant-satisfaction has brought almost every provision and indulgence directly to us.

But people do still drive their cars, and thanks to the resurgence of load-shedding, businesses and homeowners still need to power their generators. Just imagine if all those people, small businesses and companies never had to visit a petrol station, fuel stop, garage ever again. What a convenience that would be. Now stop imagining, because it's called Refuel, and it's the crème de la crème of this new age.



Refuel is a revolutionary mobile app service designed to bring the fuel pump to you as a client. Whether you have a fleet of security vehicles or a single sedan, a 5000W generator for a small apartment or a garage of 22kW

gennies dedicated to a small residential estate. Open the app, book a fill-up, and refuel.

The entire service and offering is contactless, allowing your vehicles, equipment or generators to be fuelled without any need for personal interaction. That desire to reduce personal contact isn't aimed at fuel attendants, but rather, Refuel eliminates the risk of engaging with the increasing number of criminals who have turned petrol stations into their stomping grounds. This has been confirmed by the latest crime statistics released by the police minister, Bheki Cele, who specifically pointed out petrol stations as crime hotspots. Our unfortunate reality is that crime is rife in our country, and we as citizens have to avoid it wherever possible.

Refuel presents added convenience and removes the risk of filling up at a gas station, for only R20 per delivery, no matter the size of the tank. And no, there isn't a mark-up on fuel, it'll cost the same as it would at any local garage in the area. So, stay at home, encourage your employees or residents to follow suit, and allow us to bring fuel to you. Eliminate the costs of driving to a filling station, tipping an attendant, and the wear and tear on vehicles in the process.



How does it work?

Refuel simply connects customers requiring fuel to nearby petrol stations, and then provides the collection and delivery service. So, users are in fact purchasing fuel from local petrol stations and a Refuel driver is delivering it to them for a small delivery fee.

Is it Safe?

All drivers are trained to the highest safety standards for handling fuel and are certified in both firefighting and first aid in the unlikely event of an accident. Refuel's trucks are well-built and certified for safe fuel transport having undergone vigorous testing, and they're all fitted with the necessary safety equipment that may be required in the event of an emergency.

We use an independent metering system in order to provide complete transparency, while also mitigating the risk of error and fraud. We make use of the latest advancements in technology to ensure that no errors occur when filling a vehicle or generator, including eliminating the risk of filling the wrong type of fuel which the system cleverly prevents.



Ordering fuel is simple and easy:

1. Download the app and register
 - a. iOS - <https://apps.apple.com/za/app/refuel-sa/id1502317470>
 - b. Android - <https://play.google.com/store/apps/details?id=com.refuel.client>
2. Enter vehicle and payment details (no physical payment required)
3. Order fuel when it is convenient
4. Allow us to do the rest - our delivery truck comes to you when you've requested the delivery to fill your vehicles or generator

For more information:

0647066930

info@refuel.co.za



Our valued business partners

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