



2021 ARC Annual Conference & Expo

Delegate Invitation



Silver Lakes Golf & Wildlife Estate

14th to 16th September 2021

You are invited to attend and participate in the 8th Annual ARC Conference, the highlight of our annual calendar.

This year's 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
- Participating in a range of networking opportunities, debates and discussions related to your estate's size and the issues you face
- Finding out about innovative products and services aimed at the residential community industry

Programme - see more details on page 4

Tuesday 14th September 2021

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

Wednesday 15th September 2021

- Conference Registration (8am to 9am)
- Conference & Expo Day 1 (9am to 4.30pm)
- ARC Annual Dinner (from 6.30pm)

Thursday 16th September 2021

- Conference & Expo Day 2 (9am to 4.30pm)

- See further information and pricing on page 2
- Meet our Sponsors and Keynote Speakers on page 3
- See the Programme on page 4

Conference Delegate Rates for ARC Members

Included in the delegate rate:

- Conference Day 1 & 2 including meals and refreshments
- ARC Annual Dinner
- Golf Day or 'Lunch and Lawn Games'
- Welcome Dinner & Prizegiving

Single ARC Member Delegate:	R6,875
Multiple Delegate Discount:	7.5%
Cost for extra people just attending -	
- Welcome Dinner and Prizegiving:	R410
- ARC Annual Dinner:	R520

Partner Programme

- Lunch and Lawn Games
- Welcome Dinner and Prizegiving
- ARC Annual Dinner

R 1,700

All costs above exclude VAT

The Venue

Silver Lakes Golf and Wildlife Estate, situated in the East of Pretoria, in Gauteng, is the proud host of the 2021 ARC Annual Conference, Expo and Golf Day.



The estate has been developed around a world class, Peter Matkovich signature designed, golf course and a game reserve which offers spectacular views of the lakes and tranquil surroundings.

As a formidable industry leader, Silver Lakes Golf and Wildlife Estate has successfully cultivated an outstanding reputation and epitomizes idyllic and peaceful estate living. Join us for the 2021 ARC events and experience this!

How to Book

1. Complete and submit your booking form by opening this link <https://forms.gle/5Hn24gkBSKmPbG3E8>
2. You will receive an invoice for processing and on payment your booking will be confirmed.
3. We will contact you directly to obtain final delegate details, special requirements etc. and to communicate final arrangements with you.

Accommodation

There are various options available for the duration of the conference.

Some of the lodge and B&B options on Silver Lakes Golf & Wildlife Estate:

The Lakes Boutique Lodge thelakeslodge.co.za | info@thelakeslodge.co.za | 012 809 0423

The Links Corporate Guest House the-links.co.za | bookings@the-links.co.za | 083 431 3455 or 073 776 6225

Wings and Water Guest Villa wingsandwater.co.za | reservations@wingsandwater.co.za | 082 902 0372

Casa Flora Guest House casaflora.co.za | info@casaflora.co.za | 083 635 7650

Some of the lodge and B&B options close to Silver Lakes:

Sherewood Lodge sherewoodlodge.co.za | info@sherewoodlodge.co.za | 012 8092398

Lombardy Boutique Hotel lombardy-hotel.co.za | reception@lombardy.co.za or banquetinglombardy.co.za | 012 940 0093 or 076 264 9761

Foundry Guest Lodge foundryguestlodge.co.za | info@foundryguestlodge.co.za | 083 431 3455 or 073 776 6225

For further information contact peggy@hoasupport.co.za

Silver Lakes is conveniently situated just 20 minutes from central Pretoria, 45 minutes from OR Tambo International Airport and 45 minutes from Sandton



Registration Sponsor



Annual Golf Day Sponsor



Session Sponsors



Annual Dinner Sponsors

ARC is thrilled to announce that we have partnered with the following Sponsors:

Meet our exciting Keynote Speakers:

Joni Peddie

Executive Coach and Strategic Facilitator & MD of the business Resilient People

Keynote Address on Day 1 "How to KNOW...CHOOSE....and GIVE yourself"



Emma Sadleir

Founder of The Digital Law Company & South Africa's leading expert on social media law

Keynote Address on Day 2 'The legal, disciplinary, and reputational risks of social media'



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	
	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	
	12h30 - 13h30	Lunch		
Session 4	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