



2022 ARC Annual Conference & Expo

Delegate Invitation



Silver Lakes Golf & Wildlife Estate

14th to 16th March 2022

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

Monday 14th March 2022

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

Tuesday 15th March 2022

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

Wednesday 16th March 2022

- 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 2022 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 2022 ARC events and experience this!

How to Book

1. Complete and submit your booking form by opening this link <https://forms.gle/5Hn24gkBSKmpB3E8>
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 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'



2022 ARC Annual Conference 15 to 16 March 2022 – Programme
‘Be the Difference’ ◦ ME in my role ◦ the HOA ◦ my COMMUNITY ◦ the INDUSTRY.

Day One 15th March 2022: Registration from 08h00

Sponsored by CSOS

Session 1	09h00 - 09h30	Welcome and Introduction	Jeff Gilmour - ARC
	Theme: How can I be the difference?		Sponsored by PEC Utilities
	09h30 - 10h30	Keynote Address: How to KNOW...CHOOSE....and GIVE yourself	Joni Peddie - Executive Coach and Strategic Facilitator & MD of the business Resilient People
	10h30 - 11h15	Dealing with conflict/disputes and handling ‘difficult’ people	Gail Whitear - Life Coach and Motivational Speaker involved in both Corporate Motivation and Self-development
	11h15 - 11h45	Tea and Expo	
	11h45 - 12h30	Managing resident expectations and demands	Liezl Clause (St Francis Links) and Malcolm Samuel (Simbithi Eco Estate)
	12h30 - 12h40	Introduction to PEC Utilities	
	12h40 - 13h00	Discussion session	
Session 2	13h00 - 14h00	Lunch and Expo	
	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 estates Group 2 - Medium and small estates
	15h30 - 15h40	Introduction to Fungi Utilities	
	15h45 - 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 16th March 2022: 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 - 10h40	Engaging with, and creating win-win solutions with external stakeholders (A shared vision for the community)	A facilitated plenary session
	10h40 - 11h10	Tea and Expo	
	11h10 - 11h20	Introduction to FNB	
	11h20 - 12h00	Creating, entrenching, and sustaining ‘harmony’ in our communities - resident engagement strategies.	Panel discussion
	12h00 - 12h30	Questions and discussion	
	12h30 - 13h30	Lunch and Expo	
Session 4	Theme: How can our Industry be the difference?		
	13h30 - 13h50	The Protection of Personal Information – Conditions of compliance	Jeff Gilmour - ARC
	13h50 - 14h10	Industry regulations overview - CSOS	Chief Ombud - CSOS
	14h10 - 14h20	Session Sponsor	
	14h20 - 14h45	Advocating our ability to self-govern - RCC	Hannes Hendriks - RCC Chairperson
	14h45 - 15h30	The legal and legislative framework, & education and awareness of this, for our residents	Lazelle Paola - Partner at Cox Yeats Attorneys
15h30 - 16h00	Conference close and resolutions	Jeff Gilmour - ARC	