

Association Times



Issue 55
October 2021



*Woodlands Lifestyle Estate
Showcased on page 2*

From the editing team

Although the last few months have been a bit 'stop-start' for the industry, everyone has once again rallied and shown tremendous flexibility and resilience. Thank you to our members and business partners for the many new initiatives and exciting plans you continue to implement and share with us, at Chapter Meetings, Lockdown Meetings and on our Forum.

At the last round of Chapter Meetings, we unpacked the implications and impact of the revised regulations on private renewable energy generation and how estates can utilise this for their benefit, including carbon tax avoidance and green credits, with Joanne Dean the Vice Chair of the SA Renewable Energy Council. See page 6 for details of the next round of Chapter Meetings in October/November

It's all-systems-go for our much-anticipated ARC Annual Conference, taking place in March 2022! See page 4 for more about the speakers we have lined up and the events taking place. We have almost reached full capacity, so don't delay if you still want to participate.

Enjoy the read and please let us know if you would like to contribute to future editions – we would love to hear from you and find out about what you are doing to build and enhance communities!

We'll chat again in December – just in time for Christmas!

Welcome

A very warm welcome to **101 Acutts** (Hillcrest, KZN), **Groenkloof Rif** (George, Southern Cape), **Waterkloof Village** (Pretoria, Gauteng), **Birdwood Estate** (Hartbeespoort, North West) and **Heron Banks** (Sasolburg, Free State).

We are also proud to announce that the **new Business Partners** we are working with to provide tailored solutions for our members are:

Ajax Systems - Manufacturers and distributors of intrusion systems nationally.

AskAfrica - who will help to drive business decisions through fact-based market research insights. Please encourage your residents to participate in the survey that was sent out via the portal on 18 October 2021.

City Recyclers - Operating in Gauteng and providing waste management, recycling, and on-site solutions.

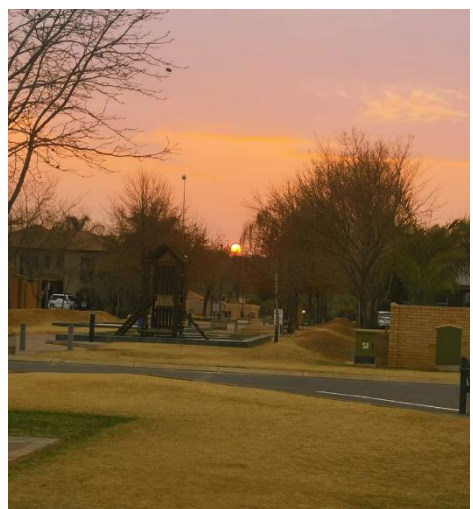
the garden group - Estate landscaping and landscape management in the Gauteng area. See some of their work at Woodlands Lifestyle Estate (page 2)

Second Opinion Consultants - who provide environmental management solutions nationally.

See the full list of our Business Partners on page 15 and contact them to find out how they can assist you with various aspects of managing your community.

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*Glen Erasmia Boulevard
Showcased on page 6*

A visit to Woodlands Lifestyle Estate

In 2000 the Estate was established by Atterbury Property Group with the aim to provide a unique estate focused on offering a secure family-orientated lifestyle. The Estate is small, well laid out with residents often commenting that it is a quiet and pleasant estate in which to live and bring up a family.

Well-situated in Pretoria East, the Estate is located close to shopping centres, major roads, medical facilities, good schools and several top-rated golf courses including Kimiad Golf Course and Driving Range which borders the Estate.



Modern amenities with gym

The fitness centre with Clubhouse is central to the Estate and is located within 6 minutes walking distance from any of the houses in the Estate. The centre includes a fully equipped gym, tennis and squash court, 20-metre swimming pool with 3 lanes, children's pool, beach volleyball court and there are fitness professionals on hand who can assist with training information and advice.

Natural environment and greenbelt

The residents are spoilt with beautiful communal gardens and open spaces where parents and children are often found enjoying an informal game of catch. The lush areas, duck ponds and other amenities make this Estate a truly enjoyable place to stay.

Top-rated security

The Estate is secured with an electrified perimeter fence, perimeter cameras with 24-hour patrols and modern access control system. Guards are all professionally trained providing residents with peace of mind in the knowledge that security is a priority.

Fibre connection to all homes

Woodlands Lifestyle Estate was the first estate in South Africa to offer fibre connections to all the houses in the Estate where the internet connections are managed by the Estate and included in the monthly levies. Everything rolled into one: security, health, fitness, technology and magnificent natural environment with an emphasis on family and community - Woodlands Lifestyle Estate.

For more information you can contact
Estate Office: 012 997 1939
Email: management@woodlandsnet.co.za
Website: www.woodlandsnet.co.za

Elvey introduces the Ajax four-in-one solution for residential estates

When you are securing a home, it makes sense to choose a system that will grow with your needs and produces the maximum return on investment. Selecting an Ajax solution from Elvey provides numerous benefits to the homeowner, the estate manager and the security company responsible for monitoring the estate.

“Ajax doesn’t limit itself to one job. Instead, it completes multiple functions at once. The system immediately alerts users and control rooms if it detects a break-in, smoke or a flood. Additionally, it supports third-party surveillance cameras, making Ajax a singular security centre. It also allows the control and management of linked devices within the household or business such as lighting and doors,” says Ingo Mutinelli – head of sales in Southern Africa for Ajax Systems.

An Ajax system:

- Protects entry points and monitors windows
- Detects fire and prevents carbon monoxide poisoning
- Prevents flooding
- Streams IP camera surveillance video on your smartphone
- Provides automation scenarios
- Allows integration of third-party detectors.

How Ajax works

The Ajax system comprises an intelligent control panel, detectors, sirens and the Ajax Cloud:

- **Intelligent control panel.** Hub is the core device in the system, with the entry-level hub offering up to 100 devices without requiring expanders (up to 200 devices on the Hub 2 Plus). It uses Ajax’s encrypted radio protocol, Jeweller, offering up to 2 000 meter range, to connect to and monitor detectors. The hub immediately sends alerts via SMS, push notification or phone call.
- **Detectors.** Ajax detectors accurately recognise motion door movement and broken glass and send picture clips. They detect smoke and temperature increases, as well as flooding. All of this while keeping track of room temperature with the highest anti-jamming technology available on the market today.
- **Sirens.** Ajax sirens are a loud indicator that an alarm has been triggered, allowing the system to scare off intruders. They can be used indoors or outdoors, and both the volume and alarm duration are adjustable.
- **Ajax Cloud.** The Ajax cloud server connects your hub to your smartphone or to a monitoring station. It allows the Ajax system to deliver instantaneous alarm notifications, be configured with ease and receive automatic internet updates that continue making the system more secure.



Benefitting all stakeholders

The Ajax system works with central monitoring stations around the globe. When an alarm goes off, security professionals can arrive within minutes to eliminate the danger. The system uses a mobile app to provide users with self-monitoring, thereby delivering the benefits of early detection to the user who receives notifications from indoor and outdoor motion cameras for picture verification of the event.

Homeowners benefit from a state-of-the-art wireless self-monitoring intrusion system that incorporates home automation, fire detection, and other building management elements. “The system is quick to install and less obtrusive than conventional systems, due to the absence of wires and cables. This, together with its attractive black and white finish, makes the Ajax system aesthetically pleasing and allows it to seamlessly integrate into any interior design. It is an app-driven solution, which is a given in our current way of controlling and managing things, making it very appealing for homeowners,” says Mutinelli.

In addition to the security benefits of the Ajax system, homeowners can now maximise investments by using the home automation features of the system. “Homeowners can switch lights on and off; manage power consumption; manage geysers; and monitor possible leaks on geysers, washing machines and dishwashers by installing an Ajax leak detector. This allows them to take early corrective action, thereby saving them money and possible irritation,” says Mutinelli.

The Ajax system is a boon for estate managers who can monitor systems from the convenience and comfort of their laptop using the Desktop Pro 3.0 software. “The

system eliminates the need for large servers in the guardhouse or control room and there is no longer a need for large technical teams conducting drawn-out installations. Evidence shows that an Ajax system can be installed 66% faster than a conventional system, with a third of the labour force required on a typical alarm installation. Due to the wireless nature of the system, any noisy drilling is minimised, making the installation process faster and quieter, thereby winning favour with homeowners and estate managers,” says Mutinelli.

False alarms and nuisance alarm systems are a major aggravation for estate managers and security companies. “These can now be minimised because the system is remotely operated through the app or monitoring software. Video verification on indoor and outdoor PIRs allows homeowners, estate managers and alarm monitoring companies to monitor effectively by seeing what has caused the alarm and allowing them to remotely arm and disarm alarms or bypass troublesome alarm zones. In a nutshell, the Ajax system reduces the aggravation around false alarms, while simultaneously substantially improving estate security,” says Mutinelli.

Ajax PRO application and desktop PRO 3.0 software allow security companies monitoring estates to remotely configure and perform diagnostics on systems, making it easy for them to offer services other than just security monitoring and detection to estates. “In essence, they can provide monitoring for leaks and fire hazards, creating an additional revenue stream. Their revenue base is also enhanced because of the reduced installation time, which results in less labour required, fewer consumables, and naturally increased profitability,” says Mutinelli.

“Leveraging the extensive range of product choices within the Ajax stable, the Elvey and Pentagon teams have the necessary experience to design a solution specifically geared to the specific needs of estates and the homeowners within these estates,” says Mutinelli.

For more information contact Elvey, 011 401 6700, info@elvey.co.za, www.elvey.co.za



We're all set and ready - Annual Conference, Expo, & Golf Day

Silver Lakes Golf & Wildlife Estate 14th to 16th March 2022

After having to postpone these events we are thrilled to announce that the 8th Annual ARC Conference is now a 'Go' and all the plans are being finalised!

We have put in place various contingency plans to ensure that even if numbers are restricted again we will still be able to go ahead with this much anticipated event and the highlight of our annual calendar.

All representatives from the Residential Community Industry are invited to attend and participate in this event. 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
- Networking opportunities, debates, & discussions
- Introduction to innovative products and services aimed at the residential community industry.

Programme:

Monday 14th March 2022

- ARC Annual Golf Day sponsored by

servest, the non-golfers activity & Welcome Dinner and Prizegiving

Tuesday 15th and Wednesday 16th March 2022

- See next page for programme and speaker details.

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

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

2022 ARC Annual Conference and Expo



Programme

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

Day One 15 th 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		
13h00 - 14h00	Lunch and Expo		
Session 2	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 16 th 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	Introduction to 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	

ARC Regional Chapter Meetings

We are thrilled that we can, once again start meeting face-to-face. We have four in-person meetings taking place and one on Zoom, to cater for everyone.

For this round we have a panel discussion lined up where we will be exploring some of the issues that have been raised recently:

- The operation of sub-committees and the possible implementation of a 'Sub-Committee Charter'
- The responsibilities of ex-board members as they relate to the implementation of decisions previously taken (liability)
- Action Groups and the suggested course of action to manage the impact of these groups

Western Cape: 20 October 13h00 at DeZalze

KZN: 28 October 13h00 at Simbithi

Gauteng: 3 November 13h00 at Dainfern

North West: 4 November at 13h00 at Pecanwood

Southern & Eastern Cape, Mpumalanga, Limpopo, Free State and anyone unable to make other meetings:
11 November at 13h00 on Zoom



If you have not yet booked your place, please contact peggy@hoasupport.co.za

This is the last round of Chapter meetings for 2021, so don't miss this great opportunity to network with colleagues and business partners.

Monday is Lockdown-meeting day

We continue to hold regular meetings using the Zoom platform. These meetings now take place every second Monday at 10h30. Keep an eye out for the notices related to these meetings on the ARC Member Portal

Since March 2020, ARC together with the RCC (Residential Communities Council) has facilitated 70 of these on-line meetings with over 3000 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.

What is happening at Glen Erasmia Boulevard?



Glen Erasmia Boulevard, situated in Kempton Park on the East Rand, is about 22 years old and there are a few interesting facts about our Estate.

The planning of Glen Erasmia (Ext1) started in 1988 and the first roads were completed 1994. Development of Glen Erasmia Boulevard started in 1998 with the first houses completed and occupied in 1998 at no 9 Neethlingshof (Stand 52) and Neethlingshof no 12 (Stand 80).

The most expensive stand in 1998 was between R45,000 and R70,000. Thereafter the stands were sold at R90,000 and R120,000. The last vacant stands were sold for over R1,475,000. About 200 acorn trees were planted and 436 homes are currently occupied with about 2,000 residents.

Levy fees for Glen Erasmia Boulevard Estate are currently R1,495 per month, making it one of the lowest levy fees in the country! The levies started at R270 p/m in 1998.

Foundations of the houses were dug very deep since previously there were mielie lands where the Estate is currently situated.

161 Security Cameras are installed within the Estate with 6 Thermal Cameras on the perimeter, making night vision outside the perimeter walls very good! No wonder Glen Erasmia Boulevard is rated with a AAA- grading!

Our latest additions at the entrances with two Dark fighter PTZ cameras and fifteen new cameras on the perimeter during 2019, add to the value of the Security of Glen Erasmia Boulevard. Some more cameras are planned and are in the process of being erected on our East Perimeter.



Management is committed and strives to keep the Estate child friendly with a limit in the Estate of 20km per hour. Two speed cameras were purchased for the Estate and will contribute to the keeping of the speed limit within the Estate. Gardens and the Boulevard parks are kept neat and colourful with all year-round maintenance.

The Boulevard is a children's heaven with 17 sandpits, 14 Jungle Gyms and 10 Trampolines! Boulevard equipment is renovated, and 5 Jungle Gyms were replaced at the beginning of 2021 and two during 2019, making place for the old-fashioned roundabout!

One of the main attractions to the Estate remains our annual events which varies from Valentine's functions, Trick or Treat and Christmas functions. During the past few years, we have added a Christmas Market which adds to the ambience of the Christmas function for the children. We have had Father Christmas making his entrance in a few interesting ways over the past few years from arriving on a Tractor, a Pony, a sleigh, a Harley Davidsons and with an old-fashioned Scottish band!



Holiday Programs for children are also arranged which varied from a puppet theatre, a display of exotic pets and an old fashioned "Boere sports day". The Covid-pandemic has, unfortunately, put a damper on such functions and we hope that one day we can resume all of this.

In 2019 we even had our own estate Carols by Candlelight choir which was a huge success and performed the week prior to the Christmas event.

The Estate also commemorates important events like Youth month, Breast cancer month etc. where our trees are draped in the colours of the particular event. This also attributes to a sense of belonging within the Estate and enhances community spirit.

We have an active Aesthetics Committee which reminds people continuously of properties that need attention as that adds to the upkeep of the value of everyone's properties.

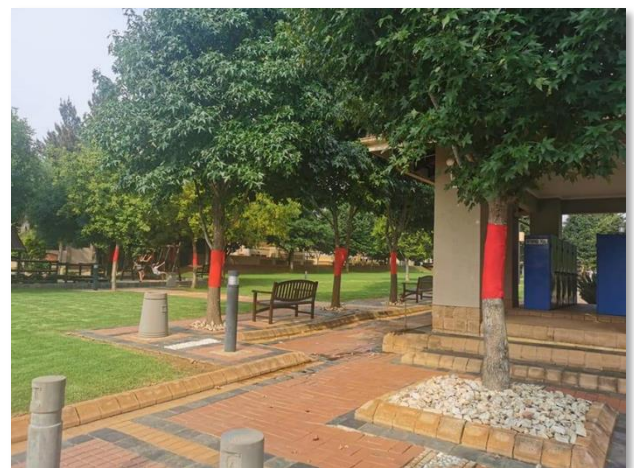
Our Rules committee makes sure that rules are keeping up with the times and are amended and/or adopted to add value to our existing Rules.

In addition, our residents have an open hand when it comes to donations for various events such as SPCA etc. these are co-ordinated by individuals within the Estate.

Residents are welcome to approach the Board of Directors with good and fresh ideas as well as problem solving concepts.

We hope that the Estate will grow from Strength to Strength and that many of our residents will still be here for the years to come!

For further information:
estatemanager@glenerasmiablvd.co.za



Your Total Waste Solution in Gauteng

City Recyclers is a family-owned business that commenced business in 2015 and provides a total waste solution to its clients. We are a Waste Management Company Specialising in Residential Estates, Townhouses, Clusters, Apartment Buildings, etc. Included in our portfolio are the following Estates: Serengeti Estate, Eye of Africa and Steyn City

Here is what we offer:

Wet Waste Removals. This Service is provided as part of our Total Solution to our Clients depending on if they are using Pikitup or not. We always include this as an option to our service, as a total solution. Important to note that should there be a Pikitup Strike, we can immediately fill in and provide you with the removals required for any of your sites. For the Johannesburg Area, the rate would be R 50.00 Per bin, Minimum 10 bins per Lift.

240 Litre Wheelie Bins. These are the standard 240 Litre Wheelie Bins that Pikitup does normally supply in Black only. We can supply these in other colours as well, such as Charcoal, Blue, Green, Yellow, Red, White and Orange. Should you require to purchase Bins the price is R 800.00 Per Bin, delivered. We have rental options available to sites where we have staff on site i.e., On Site Waste Management only and the possible rental of these bins is on a case-by-case basis, prices may vary.

Recycling Removals. This service is primarily for the smaller Residential Sites, where On Site Waste Management is not possible. We encourage the Separation at Source of all the dry waste which can all be mixed in any type of bag and either collected from one Central Point, Multiple Points or outside each unit. A recycling Guide will be supplied only after signature of the SLA. We provide a Recycling Certificate to each site at the end of each month. Recycling removals are charged according to the Size of the Estate as well as the number of units.

On Site Waste Management. This Service is geared for the larger types of Sites that generate greater volumes of Waste, by implementing an effective Waste Management Program you will be able to significantly reduce/eliminate the amount of dry waste going to Landfill as well as adding a Green Component to the site. We place trained staff on sites for 5/6- or 7-day week shifts.

Our services include Receiving all the waste, emptying each bin, sorting all the dry waste, washing the bins and washing the area



Our on-Site Waste Management Service also offers:

Optional Sorting Table - A large sorting table is provided where necessary for the site in order for each bin to be totally emptied and for the sorters to extract the Recycling Items and eliminate them from going to Landfill.

Sorting Containment Systems and Signage - Our Containment systems are designed to allow for six specific types of waste that our sorters will put into each compartment, each one is 1 meter square and will have signage over the Compartment. This system provides clear identification of each specific grade, helps us to check that the sorter is doing their work correctly and makes the Waste Area more aesthetically appealing.

Environmental Services. A full statistical report will be sent to you at the end of each month, reflecting the total volumes of Waste Generated. Most importantly it contains the volumes in Kilograms of Dry waste that has been eliminated from going to landfill.

Rebates. A credit will be passed on your monthly invoice for the value of the Recycling items we have received during the month. The amount could reach R 1,000.00 or more subject to the volumes and current market prices.

Public Liability Policy. We hold cover for all our sites, our Policy is to the value of R20,000,000.00 and a copy of the policy will be forwarded to you after signature of the SLA.

City Recyclers looks forward to being of service to ARC Members in the Gauteng area and we are offering a **special introductory 5% Discount to all ARC Members valid till the end of December 2021.**

For further information please contact:
011 803 7517/8
adam@cityrecyclers.co.za
or
admin1@cityrecyclers.co.za
Or visit:
<https://cityrecyclers.co.za/>



ARC Online Learning has taken off



The Director and Trustee Induction Programme has been a great success thus far and we are in the process of developing and producing '**Induction to Community Management**' which is aimed at any staff member of an HOA, Body Corporate or Managing Agent, irrespective of the position they hold. This programme will help staff members understand the broad roles and functions of the HOA or Body Corporate which include finance, security, maintenance, communications, administration etc. The programme also deals with personal development and growth within the estate, as well as mentorship and coaching, and provides a broad understanding of the roles of the directors and trustees.

ARC has been providing learning opportunities and consulting services to the leaders and management of residential communities since 2008. This learning has now evolved into our ARC Online Learning platform.

Learning online has become easy, it is cost-effective and can fit into your schedule anytime and anyplace. It allows you to work through the programme at your own pace and to experience and apply the learning in your own way, as it is relevant to you.

The approach we have chosen is a 'blended' one, where structured digital input is provided in the form of recorded sessions, animated images, relevant documentation, links to extra resources, summaries, activities, and quizzes etc. as well as live online facilitated discussions and Q&A sessions which will consolidate the learning and application to your specific role on your estate.

What makes our programmes work?

- We provide credible, up-to-date industry-focussed content that is applicable to the operation and management of homeowner's associations and bodies corporate.
- We utilise experts in various fields to provide relevant input.
- Each programme includes live follow-up support sessions at agreed points in the learning process where you can engage with experts and other course participants.



The Director and Trustee Induction Programme

This programme was launched in March 2021 and is the first programme offered through the ARC Online Learning platform. The programme covers critical learning to effectively govern a Residential Community Association or a Body Corporate.

This Director and Trustee Induction Programme is aimed at Directors of an HOA that is an NPC, Trustees of a HOA, that is a Common Law Association, and Trustees of a Body Corporate in a Sectional Title scheme. The programme is important whether you are a current Director or Trustee, or if you are a newly elected Board member. It may also be relevant to members of a Board Committee, a Community Manager of a HOA and a Managing Agent Portfolio Manager. It is highly recommended that any member thinking about serving as a director or trustee enters this programme, to make their decision more meaningful, and to fully prepare them to successfully perform this critical function.

The programme covers 10 Modules:

As you work through the programme, **at your own pace**, you will have the opportunity to **attend live online sessions** where we will deal with any questions you may have pertaining to the content and application to your estate.

MODULE 1 THE INDUSTRY	MODULE 2 FIDUCIARY RESPONSIBILITY	MODULE 3 GOOD GOVERNANCE	
MODULE 4 COMPANIES ACT	MODULE 5 STSM ACT	MODULE 6 POPI ACT	MODULE 7 CSOS ACT
MODULE 8 BUDGETING	MODULE 9 HUMAN RESOURCES	MODULE 10 SUMMARY	

AGM Season Special is now running – don't miss this opportunity!

To register, contact Jono at:

jono@hoasupport.co.za

Call 0861 462 463

Or to find out more visit hoasupport.co.za and follow the Online learning link.



Environmental Management Solutions - a biodynamic approach

Environmental consultants, Second Opinion Consulting & Biodyne offer a holistic environmental management approach to assist Estates & Golf Courses with the management of the environment in a practical way by:

- Meeting environmental legislative compliance requirements & establishing of management plans, and
- With the use of Ecocert approved microbes, to ensure that the natural surroundings are protected and enhanced in an environmentally friendly, cost-effective manner.

Enrico Anelli is a registered professional engineer with over 30 years' experience in engineering matters with the focus being on bioremediation, bio-augmentation, and bio-stimulation. Second Opinion Consulting also provides Microbial Inoculation products and Interventions for Wastewater Treatment, Hydrocarbon bioremediation, Agricultural Bio-stimulation, and Compost Activation for the Agricultural Sector. The Biodyne products carry an Ecocert Certification, which means the products are certified that they only containing organic inputs and ingredients.

Elke Watson holds a master's degree in environmental law and has 8 years' experience in environmental management in the Residential Estate field, focusing on environmental compliance and establishing and implementation of management plans and projects.

The following services are offered to assist you to manage the environment in a practical way, not only by meeting legislative requirements, but to ensure that the natural surroundings are protected in an environmentally friendly, cost-effective way.

Environmental Management Systems & Management Plans

An Environmental Management System (EMS) is a set of processes and practices that enable an organization to reduce its environmental impacts and increase its operating efficiency. An environmental management plan is a tool to ensure that adverse impacts of a project is avoided.

Treatment of wastewater and other substances from restaurants/facilities/factories

The hazardous products in wastewater from facilities such as laundries and wineries are a headache, to managers and the natural environment. The Biodyne products have been proven to improve the quality of wastewater, which in some cases, depending on treatment can be re-used. Untreated wastewater may not enter storm water lines. Additional municipal charges for release of wastewater into sewage systems can be minimised. Fat from fat traps can be treated naturally, in place of hazardous chemicals

- Ongoing assistance and advice on legislative requirements to manage this type of waste
- Treatment using Biodyne Ecocert Products, to the point where this water may be re-used

Rivers & Water Bodies

- Establishment & Implementation of management plans – a tool to assist managers to ensure the health and aesthetic of the water body is of



- optimum quality
- Rehabilitation & Aquatic health with Biodyne Ecocert Products – our products remediates/augments the quality of the water
- Water Quality Sampling to ensure that water can be used for irrigation as well as check that the water quality meets target water quality requirements (aquatic ecosystems)
- Enviro-legal advice to ensure compliance with environmental legislation such as NEMA & the National Water Act
- AIS identification & removal. AIS has many negative qualities that affect the health of water bodies and the environment in general, such as using up large quantities of water and prohibiting the growth of endemic species
- Dam safety requirements, to ensure the safety of residents and meet legislative requirements
- Non-potable water allocations – which is a process driven by the Department of Water & Sanitation in terms of its validation and verification process

Pesticide Management

The Agricultural Remedies Act sets out several requirements for the use of pesticides and fertilizers. For instance, when application is done for reward (using a contractor) notification must be given of the application to all persons in the area.

- Ongoing assistance and advice on Enviro-legal requirements
- Drafting, guidance & assistance with Operating procedures
- Compilation of register of products used
- Treatment of pesticide remnant/contaminated water to a point where it may be released into sewage lines with the use of Ecocert approved microbes. Agreements with local authorities required.

Waste Management

The NEM: Waste Management Act, The National Waste Management Strategy and Municipal Bylaws must be complied with. For instance, hazardous waste such as pesticides, batteries and bulbs may not form part of normal household waste. Dog waste is often a headache for those

managing estates, but even this can be managed. Awareness by all managers, employees, residents and domestic workers of the legislative requirements is of utmost importance, as 40% of waste must be diverted from landfill by 2025. Preparedness is key.



- Ongoing assistance and advice of the Enviro-legal requirements
- Establishment and implementation of Waste management plans
- Establishment and implementation of waste management clubs. Once such a club and its waste management plan is approved by the Municipality, waste collection rates are reduced
- Provision of Recycling advice
- Dog Waste Management
- Establishment and presentation of Awareness programmes
- Service provider management where Estates contract with separate waste removal or recycling firms

Golf, Agricultural & Landscape Management

Bio-stimulation - Soil health analyses and consulting:
With a diverse team of beneficial microorganisms present in high concentration levels, use of microbes is a natural way to promote the fundamental relationship between the soil and plant. The microbes that make up this robust team are not genetically modified, non-pathogenic, and 100% naturally occurring. This has the result of a reduction in the use of fertilisers and by soil improvement, the soil is feeding the plant. The products carry Ecocert certification.

Composting

Composting of garden waste on site is one of the options to reduce waste at landfill. In addition, it reduces an Estate's



carbon footprint. Furthermore, compost enriches the soil, causing improved plant health. The motto of a circular waste economy is complied with.

- Ongoing assistance and advice on Enviro-legal requirements
- Establishment and management of composting sites
- Bio-augmentation with Biodyne Ecocert Products, which keeps the compost healthy and accelerates decomposition.

Spillage of sewage and hydrocarbons

NEMA sets strict requirements for spills (accidental or not) of wastewater, sewage and hydrocarbons such as diesel.

- Ongoing assistance and advice on the legislative requirements for such incidents
- Establishment of Management plans for incidents of spillage
- Treatment of contaminants and contaminated areas using Biodyne Ecocert Products

We are proud to be an ARC Business Partner and look forward to working with you to find the right environmental management solutions. Please contact Elke Watson elke@secondopinion.co.za or 0825206026



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 peggy@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. **Log on regularly**

HOA contractual arrangement with members: Rules and Regulations

Much has been reported on the rights of an HOA to determine rules for the community, rights given to us by our Memorandum of Incorporation (MOI)/Constitution, where members often question whether we have these rights, and whether a specific rule is fair.

Certain rules attract more debate than others where it is suggested that the HOA is acting outside of its mandate by enforcing rules that form part of other pieces of legislation such as the Road Traffic Act. More often than not, when a breach is reported and a penalty imposed the matter is concluded effectively, but in some cases members are prepared to seek legal intervention and are prepared to go to court on a matter.

Past judgements demonstrate the rights of an HOA, as reported in the following:

In a judgment entrenching the rights of homeowner associations on estates to make and enforce laws for good community living, Durban High Court Acting Judge Ian Topping ruled that a member had "contractually bound himself to live within a controlled environment" and the specific rules he complained about were lawful.



The judge ruled that the rules were "private ones" and when looking at the objective of the lower speed limit - taking into consideration children, pedestrians and animals - they were not unreasonable. (The member claimed that the Road Traffic Act enforced 60km as the speed limit for a public road, and the estate rule stated a 40km speed limit).

In the members' other challenge to the rule restricting the use of contractors to only those approved by the association, the member said this was a "closed list" which was dictatorial and anticompetitive. The judge said, however, that seen in the context of the association seeking to ensure an agreed standard of construction and landscaping, it was not unreasonable to ensure that those doing the work were competent.

"I see no reason why there cannot be a list of accredited service providers. The rules do not provide for a closed list and the association says when an owner wishes to use a contractor not already on the list, he can apply and as long

as the contractor is suitable, accreditation will be granted."

Similarly, rules for domestic workers, which dictated accreditation, hours of work, and a rule stating that they must use the bus transport provided by the association, "merely prescribe a set of procedures to ensure an orderly ingress and egress" of a very large volume of people working at the 890 homes on the estate.

In general, he said, while the rules "might irk one's individual sense of propriety and fairness because of their restrictive and regimented nature, they cannot be said to be contrary to public policy".

"They are there to regulate conduct between neighbours and, as necessity, must be restrictive to take into account the cumulative rights of use and enjoyment of the estate by all its residents."

So while the member may feel aggrieved by the imposition of the rule it is important to remember that:

1. All rules are set to serve the best interests of the community and not designed to punish any particular member
2. Rules are set in terms of the MOI and form part of the contractual arrangement between the HOA and all members. Membership of the HOA is compulsory and included in the title deeds of the property
3. Rules attract penalties for breaches of these rules and these penalties are accounted for at all meetings of the members in the financial reports

However, it is equally important that the enforcement of all rules is managed and properly governed and that all rules are approved at all general meetings of the members

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