



## ELISENHEIM OWNERS ASSOCIATION

### DEAR HOME OWNERS/RESIDENTS QUARTERLY NEWSLETTER September 2024

#### **1. OVERVIEW**

Warm greetings from the trustees and management team, with just a few months remaining before Christmas 2024. The year certainly flew by.

##### 1.1 Ujams Foul Smell

The 3rd quarter kicked off with the foul smell of Ujams during the winter months. Estate Management, together with the developer, held meetings with all role players, including the COW, Ministry of Environment and the UWTC. MOEFT has issued the UWTC with a compliance letter, but unfortunately, we are not privy to view the letter, as it was directed solely to Ujams.

We have in the meantime started with the process of litigation and a Demand Letter was sent to COW on the 7<sup>th</sup> of August 2024. We still await formal feedback from the COW.

With reference to the recent issues faced with Ujams and the unpleasant odor on the Estate, the latest update is that Ujams / UWTC is currently in the process of creating additional capacity via the installation of additional buffer capacity and the installation is still ongoing, with civil works nearing completion. A date was not supplied as to when the final completion will be for civil works.

Once civil work is completed, UWTC will connect the bladders and pipes, after which they will test the operation. Estimated date of completion was not supplied.

UWTC will respond to the MEFT letter regarding clean up and rehabilitation before the required deadline. Unfortunately, as we are not privy to the letter and date set out in the letter, the date is not known. We are however following up on a regular basis in order to keep pressure on the COW.

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### 1.2. The AGAEM

The AGAEM meeting was held on 22 August 2024, after having been postponed from the initial meeting held on 15 August 2024, due to a quorum not being present. The minutes of the meeting have also been sent out to all home owners via a link and is availed on the Elisenheim Website. The AGAEM meeting is where members choose Representatives for their respective phases, as well as Sub-Committee members to serve on the various Sub-Committees. The functioning of the Representatives and Sub-Committee members are crucial for the effective running of the Estate and members are encouraged to attend these meetings to the benefit of the Estate as a whole.

#### **CONFIRMATION OF REPRESENTATIVES**

##### Phase 1

Name	Representatives	Email
Phillie Van Der Merwe	Owner	<a href="mailto:Phillievdmerwe@hotmail.com">Phillievdmerwe@hotmail.com</a>
Cyril Lowe	Owner	<a href="mailto:clowe@iway.na">clowe@iway.na</a>

##### Phase 2

Name	Representatives	Email
Renado Burger	Owner	<a href="mailto:renando@pro-ex.com.na">renando@pro-ex.com.na</a>
Hugo Van Niekerk	Owner	<a href="mailto:hugovn@iway.na">hugovn@iway.na</a>

##### Phase 3

Name	Representatives	Email
Simeon Shivute	Owner	<a href="mailto:simeon.shivute@gmail.com">simeon.shivute@gmail.com</a>
Grant Butler	Owner	<a href="mailto:butlerjason477@gmail.com">butlerjason477@gmail.com</a>

The AGM was subsequently held on the 12<sup>th</sup> of September 2024.

The board of Trustees were confirmed as:

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Name	Position	Representative
Willem van Heerden	Chairman	Developer
Lindie Verwey		Developer
Lizette Da Fonseca		Developer
Renando Burger	Vice Chair	Owner
Phillie van der Merwe		Owner

### **3. STAFF**

The management team completed their Basic Life Support and basic Fire Fighting courses in August 2024.

### **4. ACCESS MONITORING**

There still seems to be some uncertainty regarding the access monitoring procedures. Herewith a summary of the processes.

1. Home Owners/Residents need to apply for a vehicle disc, free of charge, at the office, providing their identification and proof of residence. The disc will be valid for 1 year. The vehicle disc needs to be displayed on the windscreen (preferred), or kept in the vehicle at all times. Home Owners/Residents use the MAIN GATE unhindered, as their details are on record at the Management Offices.
2. Contractors, taxis and transporters use the CONTRACTOR'S GATE. Approved contractors working regularly on the Estate, are issued with a contractor's disc to be displayed on the vehicle and entrance cards valid for 6 months cost is N\$80.00. Taxis and transporters operating regularly on the Estate, will be issued with a Taxi disc, to be displayed on the vehicle which will be valid for 1 year. This needs to be applied for at the Estate offices at no cost. Contractors and taxis that visit the Estate on an ad-hoc basis, are required to register their license disc details on the visitors' book at security gate and make use of the intercom system.
3. All new workers, whether domestics/gardens need to be issued with an entrance card at a cost of N\$ 80.00. The cards will be valid for a period of one year and will display an expiry date. The application needs to be done by the resident/owner and the workers needs to be present in person, with their ID documents. These entrance cards are checked and verified by security at the contractor's gate when entering. All old domestics and gardeners need to be registered before 29 November 2024 and receive a new card with an expiry date, cards are valid for 1 year, there is no cost.



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4. Visitors' vehicles are to sign in and make use of the intercom system. Visitors need to use the CONTRACTOR'S GATE. Visitors visiting someone on the Estate will be asked to provide a code obtained from the resident who is being visited. Residents need to be registered at the Estate Offices in order to obtain the intercom code.

Application can be done via e-mail to [assistant@eonproperty.com](mailto:assistant@eonproperty.com), forms are also available on our website. Visitors going through to the Elisenheim Guesthouse are requested to complete the visitors book and obtain a laminated pass from security at the contractor's gate, the pass needs to be returned again at the security gate.

### **5. PUBLIC OPEN SPACES**

The Team has been hard at work cleaning up all the POS and vacant plots. Beside it being unsightly, it's also for security purposes and as we enter summer, the risk of bush fires is ever increasing. The notice was sent out in April and May in order to request compliance from all residence to clean vacant plots.

### **6. DRC**

All building activities on the Estate will cease for the period between 16 December 2024 until 13 January 2025. During this period no contractors will be allowed to operate on the Estate. On 17 Dec 2024, the expectation is that all building sites will be evacuated and cleaned up. Commencement of building works may resume on Monday, 13 January 2024. During this period, only maintenance works such as pools, blockages etc. will be allowed. With regard to the function of the DRC Officer, please bear in mind that one person alone cannot police each and every issue on the Estate and we therefore would like to remind all residents that we are all being negatively impacted by non-compliance of a percentage of the residents/contractors. We all therefore have a duty to consult with our friends, family and neighbours on issues of non-compliance.

The DRC officer is also in a process of finalizing a paint policy and guide regarding the painting of private houses. We would also like to encourage all home owners to attend to the maintenance and painting of houses as and when needed.

### **7. SECURITY**

- 7.1. Traditionally the time of wild fires are August through to December and we need to be extra vigilant during this time of year.

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- 7.2. The City of Windhoek has declared a drought situation in the capital and we ask all residents and Body Corporates to please be water wise in order to ensure a sustainable future for all. Fines for non-compliance will be issued.
- 7.3. We request that residence please refrain from off road driving on the estate, especially along the perimeter fence, as this is private property and patrolled by the Security appointed by the Estate.
- 7.4 We ask that the Security Office on the Estate please not be used as a drop off and pick up service point. The security office is not to be used for collection and drop off for personal items.

## 8. GENERAL MAINTENANCE

This is a recurring feature of the newsletters due to the constant nature of the topic. PLEASE NOTE: IT IS NOT ALLOWED TO CAMP, PARTY, BRAAI, TO COLLECT WOOD OR MAKE A FIRE OF ANY SORT ANYWHERE ON THE ESTATE, EXCEPT AT A HOUSE, COMPLEX, OR AT THE PICNIC AREA BY THE DAM (Reservations essential, bookings can be done weekly).

Cleaning responsibilities, including but not limited to, roads, sidewalks, Public Open Spaces, the braai area at the dam and play parks, are done on a pre-planned schedule. We have fifteen General Workers to attend to this huge task; in the event that a member notice concerns or problem areas, kindly advise the office so that we can attend to it.

It is still a regrettable fact that Residents are dumping household waste, building rubble and garden refuse in restricted areas. Members are encouraged to refrain from these actions or alternatively inform the Management should they have garden refuse, so that we can remove it on their behalf at no cost.

We will again send out a newsletter at the end of December 2024, in order to keep you updated regarding general occurrences on the Estate. In the meantime, please be on the lookout for circulars that we send out when specific issues need to be shared with you.



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### 9. General Communication

As part of our continues effort to streamline communication to residence we are pleased to announce that all Forms, Circulars and Rules can be obtained from the Estates website. [www.elisenheim.com](http://www.elisenheim.com)

Kind regards,

ESTATE MANAGEMENT