



KELDERHOF
Country Village

Home Owners' Association

NEWSLETTER

July/August 2022 Edition

Spring soon to be Sprung

Heraclitus is said to have quipped, "The only constant in life is change". As South Africans, we are so adept to change. When something happens in South Africa, for example loadshedding, it will immediately be followed by jokes and memes. I am sure we are all familiar with Nando's being a leading trailblazer for making headlines on social media with amusing slants relating to the current events/issues and items on their menu.

Truthfully, the jokes and bantering are our coping mechanisms to deal with the harsh realities of living in SA. Reflecting on my armed-forced days, I remember what our instructor always said, "Africa is not for sissies". You must be a resilient person to be able endure the obstacles, pick yourself up and carry on. Covid-19, State Capture, Railway infrastructure (or the lack thereof). These are a few examples of the obstacles we must face, even if they make us stronger. If we think back on how much we, as citizens of Mzansi, have had to face, accept, and live with. We are then obligated to acknowledge that we are strong, courageous, persistent and that we pick ourselves up and continue moving forward. There is a Japanese proverb that says, "Fall seven times. Stand up eight." After all, it is like second nature for us. Like the seasons, we renew ourselves. Enduring the rain and, finally, revealing the beautiful fynbos in the Spring.



Flowers are in bloom! If you feel like a road trip is what the doctor ordered, make your way to Namaqualand to see all that Mother Nature has to offer. In Somerset West, we see the changing hue of the green orchards that suddenly surround our town and estate with the onset of the new season. Before we know it, summer will be here. Autumn won't be far behind followed by winter. "I have resolved to live, not just endure, the seasons of my life." May you enjoy every season of your life.

Think about the different seasons each of us are facing. You may be in spring, but your neighbour might be in deep winter facing unthinkable challenges. Mahatma Gandhi is often credited with saying, "Be the change you wish to see in the world." Why not give a flower or a smile to someone you pass by on the street. Try



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tipping the car guard that R5 you have burning a hole in your wallet. Thank the cashier, who is packing your groceries, or the Take-A-Lot driver delivering your order. Be the Spring for someone today, and every day after that, and brighten their life.

Always leave people better than you found them.

Content, Questions and Concerns

The newsletter is planned for every second month and if you would like something to be featured or something covered, please mail estatemanager@kelderhof.co.za with ideas on topics and questions. Whilst the HOA team aren't journalists, we will endeavour to address your suggestions or topics in the following newsletter.



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Let it grow, let it bee. (by Andrew Kilian)

As the winter season draws to an end with spring just around the corner, the natural world will bounce back to life in an array of colours only seen once a year for a few weeks. Colourful butterflies fluttering through the air, vibrant wildflowers spattered across the landscapes in the anticipation of a warmer climate. Spring, the southern hemisphere's "Easter", marks the birth and renewal of life in the natural world.

Our gardens, verges, parks, common areas and the open plots will host more than just blossoming flowers.

The long grass and flowering plants will all draw insects and various other forms of life, providing food and shelter to especially newly hatched birds.

For this reason, some of the open plots and common areas will not be cut down from September to November. Areas frequented by residents, such as the dog park and entrance areas will, however, still be maintained.



Pending Change on Rules in respect of cats

Due to many incidents of cats fighting, cat faeces on properties and cats roaming, we will be looking to change the Code of Conduct regarding cats. Whilst cats are wonderful, independent pets, they can be a nuisance if not contained within the boundary of your yard.

The HOA have invested in a cat trap. If your cat is caught in the trap, and is collared, we will send out a notice to collect him/her, accompanied with a fine. If the cat isn't collared or collected, it will unfortunately be removed from the Estate.

Please be a responsible pet owner.



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Two Blokes t/a The Kelderhof Eatery

Over the past few months, the Lifestyle Centre has seen a resurgence of excitement with Sean serving customers breakfast, lunch and/or dinner. The rugby days have been incredibly busy with a HOA arranging a projector and a tarpaulin to cover the grass in front of the LSC to screen the rugby.

These events, birthday parties, baby-showers and club events have attributed to the busyness of the LSC and the packed Friday nights.

Thanks to the good food, great service and positive feedback, the committee recommended that Two Blokes (Sean and André) be appointed as the Operators for the Lifestyle Centre.

Their contract officially starts on 1 September 2022 and runs for an initial 3-year period.

We trust that you will continue to support the Kelderhof Eatery as they endeavour to service the community's social, eating and drinking demands.

Contact Sean if you need further information on meals or catering for a special event. You can reach him on lifestylecentre@kelderhof.co.za

Lifestyle Centre Upgrade by Gavin Skinner

Many of the Kelderhof residents have noticed an improvement in service and the general atmosphere the Lifestyle Centre over the last few months. This is largely due to the hard work of Two Blokes, who have been awarded the service provider status in our community. A big thanks to Sean for his tireless efforts. I am positive, that with André on board, the potential of the LSC as the social hub of the estate, will be realized and attained.

We invite you to pop by the LSC for a cappuccino, an all-day breakfast, or a cold beverage. Don't be shy to say hi when you see Sean making rounds in the LSC. Some added features include fast and reliable wi-fi, multiple plug points and back-up power in the event of loadshedding.

Be sure to keep an eye on the electronic notice board at the main entrance for the operating hours and current specials.

The HOA has taken note of the many positive suggestions received from residents. One suggestion was to move the children's play apparatus to a better line of sight position. This has been done by our diligent maintenance team. Now you are able to keep an eye on your children while relaxing on the veranda.

With all the suggestions and requests received, the HOA has established a "LSC upgrade" committee. This committee consists of residents/owners with an invested interest in the estate and a diverse set of skills, to maximize the potential of the lifestyle centre. One of the top priorities is the installation of a wood burning pizza oven.

Watch this space for more exciting developments that will secure Kelderhof's position as a sought after, family-orientated, residential estate.





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Glovent Solutions Visitor Management System

by Sonia Skinner

Kelderhof's Community Management System (CMS) service provider, Glovent Solutions, has launched an industry-first CMS named **GLO-CMS**.


This system was launched on the 10th of June 2022.

We have noticed that there are still many residents using the dated CMS version. This serves to inform all members and residents that the old system will no longer be available after the **14th of September 2022**, which means you will no longer be able to send pins to visitors or receive calls from security.

Some of the features within this application include that we will be using the GLO CMS Community App to communicate with our members and members will be able to give access to their visitors. Therefore, we would like to encourage each of you to download the app before **the 15th of September 2022**.

The app is free and is available in the Apple Store, Google Play Store and the AppGallery. Herewith instructions on how to download and to get the app up-and-running.

Get connected to Kelderhof Country Estate Community

- Download the **GLO CMS Community App** 
- Create a **GLO-ID**
- Once signed in, under **Join a Community**
- Under the **Pending Invitations** heading your invite will be visible where you can accept or reject the invitation. Please accept at this point.
- Should your invitation not be displayed there, click in the **Search** bar and type in **Kelderhof Country Estate**
- Submit your request to join and wait for your request to be approved by Management

Please also refer to the [user guide](#) for instructions with screenshots.

TAKE NOTE: when using your email address as a username to sign up, please do not use the @ and the dot (.)

If you still have problems with signing up, please come and see us in the HOA office to the left of the entrance boom of security.



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SECURITY UPGRADE UPDATE

Phase I of the security upgrade is well underway with the laying of perimeter conduits on the inside of the fence around the estate. Poles have been put up for the cameras, lights with the kiosks that host the relay boxes for the cameras, and electrical fencing have already been installed. We anticipate the cameras to arrive late August and the LPR (Licence-plate recognition) cameras sometime after that.

We have received approval to run piping under the bridge to close the circuit (which is good news as we were unsure of the delay this would cause if we couldn't get this).

The brackets and solar panels have been ordered which will be installed on the security roof to minimise the distance between the panels and the inverter. The cabinet and server should be on site early September for installation and populating.

Owners and residents will be advised when the project is complete, and the system is live.



The Tennis Court

By Gavin Skinner

One of the greatest attractions to our lively Kelderhof Community is the Lifestyle Centre and the surrounding amenities, such as the pool and tennis court.

The tennis court is well utilized by a broad spectrum of players, ranging from the adept league to the more social league. Regardless of the standard of play, the facility is enjoyed by all.

However, there seems to be an element that is not using the court for the intended purpose. The tennis court is designed and intended to be used for tennis only; not for skateboards, bicycles, hoverboards or anything similar. The net is also not to be used for bouncing on. Throwing sand and stones on the court is simply vandalism. This list is not exclusive and the above is unacceptable behaviour proving to be quite costly to repair as well as an inconvenience to those who play tennis.

Please use the tennis court as it is intended. To play tennis. One of the best motifs of Community Living is:

Leave a facility the way you would like to find it!

DRONES

After the announcement on 26 July 2022 in respect of a drone taking photos of the estate, it has come to light that the drone pilot, who was portrayed as a professional, (and was highly recommended) was not transparent and did not provide the correct information on appointment. It was later discovered that the drone pilot did not have the correct documentation and approvals in place to conduct the flight. As a result of this we have cancelled our commercial arrangement with the pilot and are in the process of documenting a clear policy around drone usage at the estate.



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RULE BREACHES BY THIRD PARTIES

(NOTE: Children at play are also subject to the rules)

Kelderhof Country Village have over 550 completed and occupied homes. Not all of these homes are occupied by the owner due to the owner's decision to rent the home out. However, the owners that do stay in their homes on the estate, have occupants in their dwelling that are not members. These could be a spouse, parents, or children. Each of these are at the "invitation" of the owner.

Therefore, there are many guests in the estate which have relative freedom regarding the estate. However, it must be noted that everyone on the estate, owners, or guests, are all subject to the rules of the estate. This was clarified by the now famous Mount Edgecombe (HOA) vs Singh case where the owner's daughter exceeded the speed limit and was fined. Mr Singh challenged the fine where it was ultimately heard by the Supreme Court of Appeal who found in the HOA's favour. One of the issues was the accountability of the owner for the behaviour of his daughter. To quote from the case, the SCA said: -

"The conduct rules, and the restrictions imposed by them, are private ones, entered into voluntarily when an owner elects to buy property within the estate. By agreement, the owners of property within the estate acknowledge that they and their invitees are only entitled to use the roads laid out within the estate subject to the conduct rules". The SCA also said *"Any third-party invitee only gains access to the estate with the prior consent of the owner concerned. Upon gaining access to the estate, responsibility for any breach of the conduct rules by the invitee is that of the owner."*

Finally: -

"Any breach of the conduct rules is therefore a matter strictly between the owner concerned and the Association. No sanction is imposed on the third party. The third party's adherence to the rules is thus a matter for the owner who invited him or her onto the estate"

"It is the owner who has to ensure that the third party complies with the conduct rules or bear the consequence of any sanction imposed in consequence of such non-compliance. There is nothing in the rules which provides for any consequence for a third party who fails to comply therewith"

It is not necessary to add to the above self-explanatory "[*stare decisis*](#)". What is necessary is for owners to know that guests, children, parents, people who come into the estate at their behest, is their responsibility.

Over the weekend, a number of cars were tampered with in Station Road. A security guard noticed some teens in the vicinity but only after the discovery was made. Please ensure your guests are aware of the rules as the fines will be against you as the homeowner, regardless if your home is rented out or not. Please make all occupants of your house aware of the rules.



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A Word of thanks...

goes to Kayla-Mari Geyer for editing the newsletter, taking it from a garbled collection of words into the articles you are reading!

thank you

A final word from the Estate Manager...

Each newsletter carries a central theme, a message to the Estate, from the view of the Estate Manager/Office. We fully understand that we don't always get it right and that there are differing views on how the Estate should be managed. Although not always apparent, we do appreciate the criticism and constructive feedback we get as it helps us to understand the views and challenges the owners and residents have.

This month's theme is one of a change of season, a renewal if you want. When I arrived, the Estate had been without an appointed Estate Manager for close to a year. Gavin and Sonia had stepped into the void left by the previous estate manager and worked tirelessly to manage the estate, but they were under-resourced and had little formal training for the roles they were fulfilling. Despite this, they held it together superbly through the lean times as they awaited the arrival of the new estate manager.

It's 10 months down the line and things are starting to look up. We're getting down to the nitty gritty of the workings of the estate, sorting out issues that have been lurking around, waiting for the Estate Manager to start. The estate staff and some residents are being proactive, finding issues and suggesting improvements to our beautiful estate. There are many issues that are still outstanding, and more issues will come up, but it is a process and provided we are moving forward each day, we're on a good path. I read this morning that there is no elevator to success, only stairs we climb, one at a time. We've been through a winter in the estate (metaphorically speaking), but Spring has arrived with renewal and the promise of a new summer. Let us make the most of what we are given, where we are and with who we are.