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DUNE RIDGE ESTATE – WATER PRESSURE UPDATE

Ref: N207

30 January 2018

Dear Homeowners and Residents,

RE: WATER PRESSURE UPDATE

On behalf of the Board of Trustees and Estate Management, we forward the following for your urgent attention:

The HOA, Barry and various Residents have worked tirelessly these past few days in an effort to escalate the problems we are encountering on our Estate with reduced water pressure, and in some cases, no water at homes.

We are pleased to have received a positive response from the District Manager Water and Sanitation, Mr Eduaan Albertyn yesterday afternoon that the issue is being investigated with urgency. Here is an extract from his email for your information:

“The low pressure to Dune Ridge is due to a pressure reduction program in order to reduce the water consumption in the City to 450 MI per day and to avoid day zero. The pressure is currently controlled with controllers on the pressure reduction valves and will only set the pressures here between 6:00 and 10:00 am currently. The consultants are busy to investigate and log the pressure at the highest point in Dune Ridge and will advise after the download of the logger.”

Please be assured that the matter is being given priority and that we have gone to every length to speed up the process of resolving the issues and that many inconsistencies in responses were received before this communication of yesterday. We escalated matters to include individual communication to the following:

Director of Water and Sanitation - Peter Flower; Reticulation Manager Water and Sanitation - Pierre Maritz; Mayoral Committee Member: Informal Settlements, Water and Waste Services - Councilor Xanthea Limberg; Ward Councilor - Nora Grose and Premier, Western Cape Government – Helen Zille. Our communications were then further escalated to the Executive Deputy Mayor of the City of Cape Town - Ian Douglas Neilson and to Eduaan Albertyn - District Manager Water and Sanitation which thankfully resulted in action being taken.

We would like to understand the extent of who, in the past 2 weeks, may have been affected in the Estate and ask those to please reply to this email with the following information:

- **Your address & erf no**
- **Water pressure problems experienced – times and to which extent**
- **Have you at any stage been without water completely? Approximate dates/times**

Once we have a better understanding of the whole extent of the water problems throughout the entire Estate, we can relay this information to the relevant authorities.

We urge you to continue to log your individual complaints to council as the estate is often only a secondary request for escalation and not the primary notification.

The HOA is committed to assisting wherever possible and shall discuss the way forward taking into account the looming day zero and the effective use of our water resource. We thank the residents for their suggestions and will keep everyone updated.

Where possible we look forward to receiving your feedback on the questions above by close of business tomorrow in order to escalate all matters.

Yvonne Green

Yours sincerely

Yvonne Green: Service Provider: Dune Ridge Estate Home Owners Association on behalf of the Board of Trustees