

MINUTES OF THE ANNUAL GENERAL MEETING OF THE DUNE RIDGE ESTATE HOME OWNERS ASSOCIATION HELD AT THE BIG BAY LIFESAVING CLUB, BLOUBERGSTRAND AT 18H00 ON WEDNESDAY 22 NOVEMBER 2017.

PRESENT:

Theus Retief (TR)
Vincent Sing (VS)
Dale Lewis (DL)
Gabi Weck (GW)
Pietie Coetzee (PC)
Frans Liebenberg (FL)
Jay Pillay (JP)

REPRESENTING:

Chairman
Vice Chairman/Finance
Trustee: Security
Trustee: Communication/Marketing
Trustee: Maintenance
Trustee: MPOA
Trustee: Building Operations

Barry Oberholster (BO) Estate Manager
Yvonne Green (YG) Cape Classic Property Solutions
Theresa Pennington (TP) Cape Classic Property Solutions
Sue O'Shea (SO) Cape Classic Property Solutions

And members present in person or by proxy as per the attendance register.

1. ESTABLISHMENT OF A QUORUM

Theus Retief, in the Chair, opened the meeting as a quorum was present.

2. WELCOME BY CHAIRMAN

- 2.1 The Chairman welcomed all present to the meeting, and thanked those present for coming to the AGM.
- 2.2 TR thanked Barry Oberholzer for his 12 years of service to Dune Ridge and especially with regard to his efforts on the Security portfolio on the Big Bay Master Property Owners Association.
- 2.3 TR also thanked Yvonne Green and the Cape Classic team (Administrators) for their work during the year.
- 2.4 TR thanked Cedrela for their landscape work and especially complimented them on Dune Ridge having the best looking verge in Big Bay.
- 2.5 A further thank you was given to Executive Decisions for their outstanding security.

3. APOLOGIES

Apologies were received from the following members:

M & Y De Pao	638
R Brawdon	653
A + H Galheto	658
P Anderson	669
M Schreuder	716
F Bassett + S Strickland	763

4. CONFIRMATION OF THE NOTICE CONVENING THE MEETING

The Chairman confirmed that the Notice had been sent via email on the 23 October 2017, with the required 21 days' notice, with several reminders via email and SMS thereafter.

5. CONSIDERATION OF THE CHAIRMAN'S /TRUSTEES REPORT

- 5.1 The Chairman's and Trustees Report was attached to the Agenda/ Notice that was sent out to all residents for their records.
- 5.2 A new owner raised a query related to Point 4 (Security)– guards phoning the residents when there is party, and the Estate Rules are different on the website. The question is what time is security supposed to stop the noise and what are the fines applicable and when?
- 5.3 TR responded that there had been a few queries recently regarding some of the Estate Rules re parties + noise, trailers in driveways etc, and he proposed that the new Board of Trustees review the Estate Rules at the 1st or second Trustees meetings following the AGM. The Rules have not been reviewed for a number of years, some of them may not be relevant, and the points may be a bit outdated, as well as the fines.
- 5.4 Rule no 18 – the member read out the Rule that they have, which stated that the noise must end at midnight, and requested more clarity regarding the process, when does security get involved as Estate can't expect the guards to manage this, when they should be guarding the Estate. They would like it sorted out preferably before the holiday season starts.

- 5.5 TR continued that maybe the SAP must be called by security as a change going forward.
- 5.6 VS added that if the Estate Rules are not defined by December 2017 then we should apply the Municipal By Laws which state that the cut off time is 12pm for weekends and 10pm for weekdays.
- 5.7 A member requested some feedback from J Pillay Trustee – as he raised the point about some verges and their condition and how it affects the value of the homes on the Estate. JP responded that he has spoken to the Estate Manager, Mr B Oberholster and he has notified some the residents, if no response then the Estate must fix the problems and bill the owners.
- 5.8 The member also raised the point about some of the repair that needs to be done to certain houses, such as painting; BO responded this has not been followed up lately. TR stated that a few houses were informed recently and the owners did take action.
- 5.9 A new member was concerned as when they moved in recently there where oil stains in the driveway and not cleaned. She had moved from Sandown Estate where it is impeccable. In Dune Ridge Estate there are a lot of garage doors that need to be painted for example. JP confirmed that it is being handled and some owners have been sent letters. TR confirmed that there will be a drive around to check it in the future.
- 5.10 The member continued with one other point – in the Parks fences are broken and need repair. TR confirmed that Trustees aware and this is in the budget and will be addressed soon by BO.

Proposer: C Milleskie (Erf 739)

Seconder : H Van Wijk (Erf 740)

6. CONSIDERATION OF THE ANNUAL FINANCIAL STATEMENTS AND AUDITORS REPORT OF THE ASSOCIATION OF THE BALANCE SHEET/ANNUAL FINANCIAL STATEMENTS 2016/2017

- 6.1 Member query – water budget had increased this year. TR replied that this increase is the Municipal water tariffs (potable water) as even if the usage is low the cost had gone up. BO added that the City may also introduce a levy related to the drought and this has also been included in the budget.
- 6.2 A member queried the Audited Financial Statements (page 7) (Levies Receivable – R119 442). This is levies that are due (Age Analysis). There was

1 primary debtor owing Building Period Penalties which was a long legal process, but matter has since been settled, with 2 other smaller debtors. YG added that going forward there is now an Ombudsman (CSOS) that can be used for such matters, but the system still needs to be tested.

- 6.3 VS confirmed that all the current Capex Projects expenses were paid for by the Reserves.
- 6.4 A member queried why the Budget 2017/2018 had gone up by 5% but levies increased by 10%, and why was there a discrepancy. VS responded that the plan is to contain the operational budget within the levies. There was a 5 year plan followed by 2 x 3 year plans, and we are now in the 2nd 3rd year plan. The escalation takes care of big suppliers but negotiations can be less, and any excess funds goes into reserves.
- 6.5 As per TR, historically the levies did not cover the operational budget for 5-6 years. The Trustees then introduced the 5 year plan to get it in line with expenses and last year the levy was still lagging behind the expenses but because there are proper reserves, and with Endowment Levies and Penalty Levies decreasing, and now with Estate built up, the other income has been reduced. The rationale was to let the levy cover your day to day expenses. This means a bigger levy increase until we break even.
- 6.6 VS added that this year the income revenue versus budget difference is R26 324 (almost covers it) and the first year it has happened. The Endowment Levy income is not sustainable, as the market changes, and no more Building levies, and having reserves is to avoid Special levies.
- 6.7 Page 16 of AFS – other income is Vodacom microcell rental that the HOA receives for the device on the guardhouse. The telephone expenses are high and VS confirmed that it is the calls from gatehouse to residents. That is why BO is looking at other options via Fibre and new security systems.
- 6.8 The members present approved the Audited Financials 2016/2017.
Proposer: C Alterskye (Erf 683)
Secunder : C Milleskie (Erf 739)
- 6.9 The members present approved the Auditors Report for 2016/2017.
Proposer: C Alterskye (Erf 683)
Secunder : M Gore (Erf 741)

7. CONSIDERATION OF THE TOTAL LEVY/BUDGET FOR THE ENSUING YEAR 2017/2018 (AS REFERRED TO IN CLAUSE 7 FOR THE CALENDAR YEAR DURING WHICH SUCH ANNUAL GENERAL MEETING TAKES PLACE)

- 7.1 A member queried the difference in the Landscaping Budget of R3000 versus R38 000 in the previous budget. VS explained that this past year a bigger expense as plants, play equipment in the park etc was bought. The gum poles are all broken and the jungle gym needs painting, it is rusted etc. Following further discussions, the Members present voted to increase the Landscaping Budget to R30 000 for the noted repairs.
- 7.2 A member queried why there was still a budget of R10 000 for a Diesel Generator – VS explained this is a contingency if power goes down on the electric fence.
- 7.3 Green Platoon patrols outside of whole Estate at night and twice a week provide a drone flight and if a beam goes off, Green Platoon respond immediately.
- 7.4 The Repairs + Maintenance - Painting Gatehouse + Walls Budget of R15 000 is for general maintenance that the Estate has every year – the Guardhouse upgrade is separate Capex Project for R1,2 million. The rest of the boundary wall will also need to be painted.
- 7.5 The Budget was approved by the members present.
Proposer : M Gore (Erf 741)
Secunder : S Rich (Erf 689)

8. CONSIDERATION AND FIXING OF THE RENUMERATION OF THE AUDITORS FOR THE FINANCIAL YEAR OF THE ASSOCIATION PRECEDING THE AGM

- 8.1 TR proposed that the Auditors, BDV Platinum, continue for the forthcoming year, as they do a good job and the cost of the last audit was reasonable at R14 000(incl VAT).
Proposer : C Alterskye (Erf 683)
Secunder : G Pienaar (Erf 735)

9. ELECTION OF TRUSTEES

- 9.1 TR thanked BO again for the last year and he was also very involved with the MPOA as Trustee Security – Dune Ridge represented Block D on the MPOA. He spent a lot of time at meetings as well as his duties as Estate

Manager – and the meetings are always after hours as Trustees work during the day. His contribution has made a huge difference.

- 9.2 A member queried about the breach this year at Dune Ridge Estate and if it was ever confirmed how the person got in. BO explained that 3 scenarios exist how lady got on the Estate, but actually don't know how it happened. We trust our residents not to bring in certain elements but hard to manage this. TR stated that it was deduced that the person was brought in by a resident. BO also confirmed that with new cameras to be installed at the guardhouse it will be easier to view the vehicles.
- 9.3 A member queried why do we have to wait for the guardhouse be built to manage the access into the Estate and before we go high tech? TR responded that other Estates are scanning ID's etc. and drivers licences for visitors/contractors with the latest technology. DL as Trustees of Security informed the meeting that there is a biometric system for contractors but it does not tell us is who has left the Estate, but there is some reporting. The guards are also familiar with contractors and if see them on the bakkie they will let them through. DL confirmed that the process is not perfect and there is a certain amount of familiarity and one reason why the gates are kept closed over the weekend as any contractors/staff familiar to the guards can just walk through (he has seen it) – they need to go through the biometric system. DL agrees that the system needs to be firmed up. There are now less and less contractors on the Estate but still other contractors like the pool service but the system needs to be thought through to be more effective.
- 9.4 A member did suggest that a security review was done to deal with the problems as clearly some residents have issues around security. Thus use the time now to look at issues and use feedback from a review of processes first before the Estate starts spending lots of money on the upgrade and high tech equipment. DL stated that actually a process is in place already to understand the trends in the Big Bay area - BO monitors the situation, with relevant groups (head of SAP in Table View etc) so on the ground info. BBMPOA is also managing the type of crime so we are aware of petty crime and drugs in area and trying to manage all at grass roots level. For the Estate, security is in layers as BBMPOA adds cameras

and people for the bigger Big Bay area, and Estate has cameras, guards and Green Platoon Armed Patrols.

- 9.5 A member queried what will be different with the new system? DL responded that there will be staff coming in and out with better control. The bakkie staff can change and we want to all crew to register and use biometric system probably. DL agreed that it now be used for gardeners and domestics and can be extended to contractors. We need to manage the staff on the vehicles as a priority.
- 9.6 DL can't say that the system is a 100% and the problem is that a contractor can change his staff daily and we definitely want better management for access and egress for all staff.
- 9.7 A member raised 2 points – she gets a call for her gardener but not for domestic, and concerned that the gatehouse still has 2 guards on the weekend. Could this not be increased to up to 3 guards as difficult for them to patrol and it is busy in the weekend.
DL explained that there is an advantage with long term security guards as it can help with the system. It was then requested to close the gates 24/7 as this will slow the process, but it was then noted that this can allow tailgating. DL part of new system is getting through a boom first and this will stop the tailgating.
- 9.8 TR proposed to shut the gates and see the residents' reactions, but in rush hour impractical and BO will work around the busy times to keep the gates closed for extra security.
- 9.9 TR to register a contractor – currently the domestics etc re are regulars and must be registered. DL says can do contractors now as less but with new system c boom and a gate and a pedestrian gate so all contractors must register, that is for next year when project completed.

The nominations for the Board of Trustees for 2017/2018 were:

1. Theus Retief (Erf 664)
2. Vincent Sing (Erf 779)
3. Dale Lewis (Erf 666)
4. Jay Pillay (Erf 696)
5. Gabi Weck (Erf 668)
6. Frans Liebenberg (Erf 667)

- 9.2 Pietie Coetzee (Erf 732) has decided to step down as a Trustee after 10 years. TR explained that the landscaping portfolio was important and challenging due the current drought in the Western Cape.
- 9.3 The Board of Trustees shall consist of not less than 3 and not more than 7 members.
- 9.3 New nominations for the 2017/2018 year received were:
1. Lizelle Gore – Erf 741
 2. Nicole Dippenaar – Erf 645 - was interested in the Landscaping portfolio as she would like to get involved.
- 9.4 The appointment of the Trustees, including the co-opting of an extra Trustee (8 nominations in total) were approved by the members present.
Proposer : C Alterskye (Erf683)
Seconder : H Marks (Erf 654)

10. TO TRANSACT SUCH OTHER BUSINESS AS MAY BE TRANSACTED AT AN ANNUAL GENERAL MEETING OF MEMBERS

10.1.1 Fibre to the Home – Special General Meeting held on 11 November 2017

VS provided a brief summary of the meeting, and it was agreed by the members at the meeting that fibre is desired but which type of fibre, and the decision needs to be made for a passive or active fibre system. The HOA does not have a bias towards which fibre is chosen. The proposal it to vote at this AGM, or discuss the project further and then have another SGM at the end of Feb 2018.

Following further discussions, and a clear majority hand vote, the outcome was:

1. Approval of an Open Access System
2. The Estate not to pay for a system to be implemented
3. The Trustees to go ahead and find the best deal in the market with further research, and work with 2 owners that have volunteered with their expertise to make the final decisions.

TR concluded that based on the outcome the Trustees would proceed and set a time frame, and work with a subcommittee to work with more role players in the industry and finalise the project for 2018.

10.1.2 Post Boxes

The SA Post Office does not deliver post to the houses on the Estate and currently only to the Guardhouse where security sort and deliver and this is very time

consuming and not their core focus. The options are no1 to build post boxes at the entrance of the Estate ta a cost of R150 – R200 000 or no.2 do away with post to the Estate.

A Member proposed pigeon holes at security as an option. This would need space and would also come at a cost. A member also raised that post has become less as most people are receiving mail electronically these days.

BO informed all that he was training the General Workers to deliver the post and it was agreed to continue with this process and not pursue the post boxes.

11. CONCLUSION

In conclusion, TR also thanked the Cape Classic Team who have been with HOA for years and also many new projects this year so very busy and all appreciate that you go the extra mile. Further thanks to other Service Providers like Cedrela Landscaping for keeping the Estate going. The Trustees also need a big thanks as so much to attend to in the year and there is a a lot of work behind the scenes to make it all work.

With nothing further to discuss the Chairman thanked all present for attending and closed the meeting at 7.15pm.