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WATER PRESSURE UPDATE

Ref: N225

3 September 2018

Dear Resident/Owner

RE: SUMMARY OF CORRESPONDENCE RELATING TO WATER PRESSURE PROBLEMS EXPERIENCED AT DUNE RIDGE ESTATE IN PAST 6 MONTHS

On behalf of the Trustees and Estate Management, we would like to bring the following to the attention of all Homeowners in order to keep everyone up to date as to the input which the HOA has had in attempting to find solutions to the water pressure problems experienced by some homes over the past 6 months during the period when the City Council implemented measures to decrease water pressure in our area.

We have now been informed that local government has requested that government ease off on the restrictions in light of our dams reaching better levels in recent weeks. We sincerely hope that this translates into better water pressure in our area once the restrictions have been relaxed and that the problems encountered by some homes will be a thing of the past.

Herewith a summary of actions taken by the HOA in an attempt to assist homeowners, for your information:

- Correspondence from HOA to Councillor Nora Grose started in March 2018, reporting very low water pressure from various households.
- Various video footage and individual residents' complaints were sent to Council via the HOA on an ongoing basis over the past 6 months.

- None of the individual residents were getting any positive feedback or remedy from Council and requested HOA assistance.
- In July it was decided to collate the various individual complaints and send this consolidated report to Council, hoping that they treat the sum of the individual problems with greater urgency, as opposed to dealing with each individual issue.
- HOA received the first survey back from residents on 30 July 2018 - HOA received 20 responses (**See attached report: Water Pressure Feedback 30 July 2018**)
- HOA drafted a letter, as attached to the first survey and sent this to the Cape Town Deputy Mayor and local Ward Councillor on 2 August 2018. (**See attached report: HOA Letter to Deputy Mayor and Ward Councillor**)
- No response was received, and a follow-up letter was sent on 8 August 2018.
- Email was received from Councillor Gross explaining that the situation has been escalated and City has agreed to increase water pressure and ensure it is within their Water Management Parameters.
- On 16 August, Council sent a team of 5 people, including 2 Engineers to check the pressure at the lowest as well as the highest level at Dune Ridge Estate.
- Water Engineers responded to Nora Gross by way of email (**See attached report: Findings of City Engineers**)
- A second survey was sent out to residents requesting feedback on whether any changes were observed. HOA received 3 responses (**See attached report: Water Pressure Feedback 22 August 2018**).

The HOA remains concerned for the affected residents and will continue in its attempt to engage City Council at the highest level.

Yours sincerely



Yvonne Green

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