

VILLA BULLETIN 12

Nuusbulletin van/News Bulletin of Bougainvilla Aftree-oord/Retirement Village

Nr 12 December 2019

"Bougainvilla Retirement Village is a firm favourite amongst the people of Pretoria . . .

Bougainvilla Retirement Village won the Readers' Choice Award of "Best in Pretoria" for the third time in the last four years (2016, 2018, 2019). The residents celebrated in style on Wednesday, 13 November at a cocktail-function held in the community hall of the Village.

. . . . and the perfect place to enjoy the golden years."

The function was attended by the management of the Village as well as dignitaries from Central Developments, CSi Property Management, and service providers to the Village i.e. Unique Health, Fedics Foods, D&S Maintenance (gardens and cleaning) and Guard Net Security.

During a press briefing, the chairman of the Board of Directors, Johan Coetzee, and his deputy, Jan Buter, were asked why they think Bougainvilla won the Best of Pretoria Retirement award for the third time. They responded as follows:

Bougainvilla was built between March 2012 and November 2013 by Central Developments after in depth research about the needs of retired and older persons. The village consists of 298 houses and 238 flats; 536 units in total.

Bougainvilla was structured as a House Owners Association, a non-profit company (NPC) and is managed by a Board of Directors. We have about 700 residents at present.

Management's strategy is based on three pillars:

- ▶ Stable management structure
- ▶ Care for our people
- ▶ Care for the environment

- Johan Coetzee.

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Lees en bêre hierdie Bulletin (nommer 12)

Inligting hierin vervat kan handig te pas kom. Liasseer of hou dit op 'n veilige plek

Baie belangrike inligtingsessie oor Spesiale Algemene Vergadering (SAV) Dinsdag 26 November om 09:00 in die Gemeenskapsaal

HEV-bestuur

Daar is vyf direkteure wat verantwoordelik is vir portefeuljes. Direkteure het ook direksiekomiteede wat hulle bystaan met aspekte van die bepaalde portefeuljes.

Voorsitter: Johan Coetzee

Ondervoorsitter: Jan Buter

Komiteede: Ria Andrews en Johann Lemmer

Direkteur: Chris Höll

Direkteur: Colleen McGillivray

Direkteur: Casper Erasmus

Oordbestuurder: Ricus Groenewald.

Die volledige organogram is op die kenningsbord.

Villa Bulletin

Verslae en bladuitleg:
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The Three Pillars

First pillar: Stable management

Management consist of a board with five Directors and three Board Committee Members. It is impossible for management to manage the Village on their own, so we contracted service providers for a number of activities for example:

~**CSI Property Management** is our managing agent for financial administration, as well as other administrative tasks. We were part of the development of their computer systems, and we are glad to say that these systems are unique and working well.

~**Fedics** is in charge of the daily meals and the coffee shop.

~**Unique Health** manages the Frail Care Unit, including home care and support care.

~**The Village Nurse** manages clinics, supports the visiting doctor, and does regular evaluations of residents.

~**Guard Net** manages the security portfolio, including electric fences.

~**D&S Maintenance** manages the upkeep of the gardens, refuse removal and cleaning services.

~**The managerial staff** consist of a general manager, two receptionists and two maintenance people.

There is also a hair salon, a beauty salon and a laundry service.

These services are optimally run by all above-mentioned contractors.

To date 137 units, probably bought for investment purposes, **were sold**. On every transaction, Bougainvilla gets a 3,5% resale levy which is invested to be used for maintenance.

The second pillar is care for our people

~Through the block leader system, we ensure proper communication with residents with feedback to management.

Communication is very important to us, so we structured a number of ways to communicate with the residents.

Importance of Communication

~Communication is through a regularly issued Villa Bulletin, an internal paper called INFORMANT, web page and Facebook. Also, WhatsApp groups, notice boards and TV screens at strategic places with important information and notices.

~Once a month we have an information session in the hall, and there are also informal sessions called **"Coffee with the Directors"**.

~The menus for the daily breakfast and lunches are prepared by a dietician. We also provide special meals as per doctor's prescriptions/instructions.

~Health Care by Unique Health and the Village Nurse

~Secure environment

~Formal complaint and breakdown system.

~Changes in the residents' health situation as well as changes in the technology world, are continuously monitored, and taken care of.

Religion:

~There is a church service on Sunday mornings as well as one in the evening.

~We have **Bible study groups** once a week

Social Activities:

~We have a **market day** once a month on a Saturday.

~We have Bingo and Rummy Cup groups.

~We play petanque (**French boules**).

~We have **concerts** where the residents can show their talents.

~We invite **prominent artists/singers** to come and entertain the residents.

~We invite **speakers** on several topics.

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You will notice that a stable managerial structure makes it easy to manage Bougainvilla Retirement Village, and to maintain the high level of acceptance by the residents.- Johan Coetzee

Third Pillar: Care for the Environment

~**Gardens** are neat, and plants are suitable for South African conditions.

~**Water usage** is monitored daily and any leaks or wastage are addressed immediately. We fitted a water pressure valve to control pressure in the Village.

~**Emergency water tanks** were installed ensuring that the kitchen and frail care will always have water.

Roland Behrens: The concept of our retirement villages is very popular with the retirement market

Roland Behrens, director of Central Developments, said at a media briefing that Bougainville Retirement Village was the fourth of seven retirement villages they developed in Pretoria. "They are now busy with their 13th development in Gauteng as a whole: The Waterkloof Marina, their flagship project.

"The concept of our retirement villages is very popular with the retirement market for mainly two reasons:

We build retirement villages where retirees can lead a normal, active lifestyle while they have the peace of mind provided by immediate access to on-site frail care and support facilities.

In the 2nd place, because of our excellent track record in property development over the last 20 years, the market has come to trust us. Central Developments became known for property development with integrity."

Kiosk en Perk Up
Geniet koffie, koek
en versnaperinge
en gesels lekker
in ons eie
koffiewinkel



Hoe heffings oor die langer termyn laag gehou kan word

Jan Buter, direkteur van finansies, het in antwoord op 'n vraag oor hoe heffings oor die langer termyn so laag as moontlik gehou kan word, onder andere die volgende gesê:

"Daar is goeie jare en slegte jare vir almal en ook in die ekonomie.

Ons het in graad 2 se Sondagskoolklas geleer van Josef, sit iets weg in goeie jare dan sal jy hê as die maer jare kom.

Die eerste vyf jaar van 'n oord soos ons s'n is goeie jare. Daar is min onderhoud, veral omdat met sierstene gebou is. Finansiëel gesien is die uitgawes in die eerste jare kleiner in vergelyking met die jare wat daarna volg.

Die Ontwikkelaar het 'n 3,5% herverkoopheffing daargestel (uitstekende idee) om toekomstige heffings in toom te hou, nie om te spandeer soos dit ontvang word nie. 'n Mens belê dit en verdien rente-inkomste wat nog verder bydra tot verligting van toekomstige verhogings. Wat mens ookal doen, doen dit GOED.

Wat alle ongewone onderhoud betref: Analiseer die probleem deeglik, spreek die bron van die probleem aan en nie die simptome nie. Ons het byvoorbeeld 'n drukbeheerklep geïnstalleer. Dis beter om tydige en ook voorkomende maatreëls te tref.

Ten einde beter pryse te beding, sekerheid oor uitgawes te hê en stabiliteit te bewerkstellig, het ondervinding geleer dat dit beter is om langer termynkontrakte met diensverskaffers te sluit.

Wat elke 12 maande gedoen "behoort" te word kan moontlik elke 13 maande gedoen word met net sulke goeie resultate en dan spaar jy 8% oor die langer termyn. As iets elke sewe maande gedoen kan word ipv elke ses maande spaar jy op die langer termyn 16%. Dit sal nie die oord benadeel nie.

Die Bestuur moet doen wat reg is en nie streef na populariteit nie. Almal sal nooit tevrede gestel kan word nie en populariteit kan die oord uiteindelik baie duur te staan kom,"

- Jan Buter

Bougainvilla: Excerpts from Conduct Rules

GENERAL LIABILITY

Owners or Occupants are liable for all or any damage caused to the Common Property, including the improvements to the property, by themselves, their children, their guests, their employees or their pets. This includes the erection of any structures on the Common Property, permanent or temporary.

Neither the Developer, nor Managing Agent nor Company will be held liable for any personal injury or any claims therefrom or relating thereto.

COMPLIANCE WITH LAWS

No Owner or Occupant, his tenant or guest may contravene or permit the contravention of any law or bylaw, whether of national, provincial or local origin, or the conditions of any license relating to or affecting the occupation of the buildings or the Common Property or the carrying on of business in the buildings or by contravening the conditions of any Agreement of Occupancy applicable to the buildings or the Village in general. Neither the Company nor the Directors will accept any responsibilities for such breach should it occur.

The Directors have the authority to implement a penalty system for non-compliance with any Conduct Rule or Law.

BUSINESS ACTIVITIES

No business, professions, trades or auctions may be conducted on the Common Property or in a Unit without the written consent of the Directors and/or the Village Manager.

No advertisements or publicity material may be exhibited or distributed in the main building or Common Property, without the written consent of the Directors and/or the Village Manager.

No goods or other merchandise may be sold or collection lists circulated directly to Units, without the written consent of the Directors and/or the Village Manager.

ACTIVITIES IN COMMON AREAS

No hobbies or other related activities may be conducted in the Common Property, and if conducted in-house, must not cause a nuisance to other Owners or Occupants. The same applies to excessive noise caused by radio, television or any other source.

Hobbies and other related activities that cause undue noise is only permitted within the confines of a Unit, between 09:00 and 12:00, and between 15:00 and 18:00, from Mondays to Saturdays, but elderly, weak and sick residents must be taken into consideration in all instances.

In exceptional circumstances, the Directors and/or the Village Manager will consider applications for noisy activities to be conducted outside the stipulated times, provided written approval is obtained from all immediate neighbours that such activities will not cause a nuisance.

The use of fireworks in the Village is strictly forbidden.

Unauthorised or private use of firearms in the Village is strictly forbidden.

(To be continued)

Leefstylgids beskikbaar

Die blokleiers en ander vrywilligers is tans besig om by wooneenhede aan te doen om 'n belangrike dokument aan inwoners te oorhandig. Dit bestaan uit 58 bladsye en vervang die bestaande inhoud van die Leefstylgids.

As u nie onlangs hierdie Gids hanteer het nie, hier is 'n beskrywing sodat u u hand daarop kan lê as die blokleier by u aankom.

Elke inwoner het met sy/haar aankoms by Bougainvilla 'n ringlêer ontvang. Die oorheersende kleur is groen met plante op die buiteblad. Die opskrif is "Aftree-oord Leefstylgids; BougainVilla Aftree-oord."

Die inhoud van dié lêer is onlangs bygewerk en hersaamgestel.

Die Gids bevat telefoonnommers, oording insluitende afdelings oor noodgevalle en sekuriteit, administrasie, gedragsreëls, eksklusiewe gebruik van gemeenskaplike eiendom, prosedures vir fout-aanmelding en skedules oor wanneer en hoe in-standhouding gedoen moet word,

Die inhoud van die ringlêer word uitgehaal en vervang met nuwe bladsye. Die ringlêer en bestaande terreinplanne word behou maar die res van die inhoud in totaliteit vervang.