



COWIES HILL ESTATE NPC (“CHE”)

Registration Number: 2017/179710/08

(“the Company”)

MINUTES OF THE FOURTH ANNUAL GENERAL MEETING OF THE COMPANY, HELD AT THE COWIES HILL COMMUNITY HALL, 5 WOODSIDE ROAD, COWIES HILL, DURBAN, ON WEDNESDAY, 30TH NOVEMBER 2023 AT 18H35.

PRESENT: Ivor John Daniel (Non-Executive Director / Chairman)
Paul Justin Brink – Non-Executive Director
John Edward Charter – Non-Executive Director
Michael Ray Woods – Non-Executive Director
Mitchell John Brooks – Non-Executive Director
Gillian Margaret Whittington – Non-Executive Director
Members as per the attendance register

BY INVITATION: Brett Scheepers – Bright Marble Accounting / Scrutineer and CHE admin
Barry East – Member
Michelle Kramer – IDME
Kim du Toit – Scrutineer and CHE admin
Grant Laret – Blue Security
Hayley Callanan (HC) – Coscegov (Minute Taker)

APOLOGIES: Willem Jose Schalk Jardine – Non-Executive Director

Please note that the items have been recorded in terms of the numbering of the Agenda and not necessarily in the order they were discussed.

NO:	ITEMS	ACTION
1.	WELCOME, APOLOGIES AND CONFIRMATION OF QUORUM The Chairman extended a warm welcome to both new and existing members, to the 4 th Annual General Meeting of the Cowies Hill Estate NPC. The apologies as were tendered, are recorded above and the required quorum was confirmed.	
2.	NOTICE OF MEETING The Notice of the Meeting was circulated to the members, in line with the requirements of the company’s Memorandum of Incorporation and the Chairman took same as having been read. With there being 32 members present at the meeting and 46 proxies having been received, the meeting was declared to be quorate and was duly constituted. Post meeting note: 78 Members present in person or by proxy. 47 Members present or by proxy constitutes a quorum.	
3.	CONFIRMATION OF THE MINUTES OF THE ANNUAL GENERAL MEETING, HELD ON 30TH NOVEMBER 2022 (Annexure A). The Chairman noted that it is necessary to confirm the Minutes of the Annual General Meeting held on 30 th November 2022. These minutes were circulated with the meeting pack, as Annexure A .	

With no amendments recorded, the Chairman requested that the minutes be approved, and further requested authorisation to sign the minutes as a true record of the proceedings.

The minutes of the Annual General Meeting held on 30th November 2022, circulated with the notice as **Annexure A**, be and are hereby approved, and the Chairman was authorised to sign the minutes, as a true record of the proceedings.

There were no objections or abstentions recorded.

Proposed by: Mr Mike Woods

Seconded by: Ms Sharlene Jolley

4. CHAIRMAN'S REPORT – Ivor John Daniel

Mr Ivor John Daniel as Chairman, provided the following report:

Chairman's Report and Review of the past years' performance:

Since the last AGM, the CHE has concentrated on consolidating the functions of the company's modus operandi, with the objective of bringing the community together in an ambit of a safer and greener environment. These are for the benefit of the membership as well as for the wider Cowies Hill Community. The overall strategic objective is to enhance the value of properties within the precinct by the combination of each of the following portfolio's mandates.

Membership Portfolio: (Mike Woods)

Membership has remained relatively static at 473 members out of a total 782 homes within the CHE footprint, representing 60% membership within the overall community. There has been considerable churn over the past year within CHE, however the majority of existing member homes sold during this period enjoy retention of membership by the new owners.

The membership strategy is multifaceted, including Blue Security obligations in terms of the SLA as well CHE Board Initiatives of incentivizing membership through a campaign of limited period trial membership, which has been very successful, resulting in over 20 new members.

Regular meetings are held with Estate Agents operating in the area, covering all the benefits of CHE membership and encouraging new homeowners to sign on at the time of a sale.

Notwithstanding the number of non-members within the CHE community and acknowledging that all people are not "like minded", the CHE remains committed to increasing membership to a minimum of 70% as a realistic strategic goal.

The board held talks with the WSA Security Committee, with the objective of integrating the larger area, with a larger number of members, into a larger security community footprint. The advantages and disadvantages for both communities is currently being evaluated after which a decision will be brought back to the membership for final approval.

Environment & Infrastructure Portfolio: (Paul Brink)

CHE's strategic objective is to provide security but also to improve the physical environment by aligning with a Biodiversity Restoration Programme. This includes "reclaiming" public open spaces for both Conservancy Sites and indigenous landscaped gardens at prominent locations within the Cowies Hill footprint.

Conservancy sites include the removal of all litter and the eradication of Invasive Alien Plants. The 6 Conservancy Sites include the indigenous bush on Avon Road, wetland area on Tunbridge Drive, the M13 interchange / Cheshire / MacDonald Road wetland, extending along the M13 to Norfolk Terrace, both sides of Josiah Gumede Road, between Kloof View Road and Rockhaven Road, Palmiet River and Tributaries within Cowies Hill as well as the indigenous bush on the northern flank of the M13.

Overall, 35 indigenous garden sites known as the “Gate Gardens” have been identified. Currently 17 sites have been established, with a further 15 sites over the following 2 years. Shelley Residential continues to be a generous sponsor of the Biodiversity Restoration Project.

Litter Collection keeps Cowies Hill clean, through the employment of a weekly litter collection. Meondo Holdings sponsored 5 litter bins with a further 20 bins being added for use by pedestrians and taxi commuters this coming year.

There is an urgent need to address the issue of municipal infrastructure and services in a structured manner. Whilst it is not CHE’s mandate to repair infrastructure and faults, it is important that a process of reporting, recording and monitoring remedial work is a necessity. A programme is currently being developed to enhance effectiveness in this area. No budget allocation has been made towards developing an “Issues Register”, but discussions are ongoing with a potential sponsor for this tool is underway. The desired “output” should be an accessible source document, to record all reported faults and reference numbers, flag their status and their completion. Outstanding faults, not been attended to can/must be escalated to the respective municipal line department managers. An accessible “Issues Register” for members is essential if the CHE are to provide any form of service to deal with infrastructure and service delivery failures.

Security (Barry East / Michelle Kramer)

An overview of the 2023 security issues are as follows:

Quarter 1 – 2023 There were a number of petty crimes reported and one house robbery case. CHE’s crime reports were low in comparison with the surrounding areas.

Quarter 2 - 2023 continued with a number of petty thefts with surrounding areas having had an increase in crime since the first quarter.

Quarter 3 – 2023 indicated a rise in general crime in CHE, with increases in housebreaking for which no incidents were reported for Q1 or Q2.

Petty crimes are classified as minor theft and trespassing. These incidents have increased since the previous quarter. Contact crimes are the primary concern in residential areas and efforts are concentrated on reducing this crime. Statistics indicate that these objectives are being met, whereas petty thefts and trespassing are prevalent concerns in residential zones, which are unlikely to be completely eliminated.

Discussions have taken place with Blue regarding the implementation of proactive preventive measures, such as bush walks, special offers for enhanced personal security and joint operations with law enforcement, in order to deter criminal activity and increase visibility. In terms of operation, the operation of the security system is proceeding smoothly. A recent audit pertaining to the cameras, triggers, and responses was completed from which concerns were raised regarding the efficacy and monitoring capabilities of the dedicated operator function. An off-site monitoring approach, as part of an additional audit, is currently being considered which will serve as the basis for the development of the new RFQ documents. The CHE is currently on a month-to-month agreement with Blue Security, pending the completion of the competitive Request for Proposal. This process is due to be ready for implementation early in 2024.

All municipal concerns, including malfunctioning streetlights, water, electricity problems, trees falling and disrupting power, are currently being recorded by the CHE operator, with Estate management following up thereon in order to establish a resolution thereto. Residents are encouraged to report municipal issues directly to the authorities, so that the control room is not overburdened with service and municipal concerns and the attention is not diverted from security matters.

Financial Portfolio: (Brett Scheepers)

Financial results for the past year will be dealt with in detail in a separate presentation. A high-level performance report is as follows:

Income from membership fees amounted to R5 600 000, being R100 000 higher than the previous year. Expenses before depreciation amounted to R5 400 000. An operating surplus of R100 000 was declared, which included smaller amounts of general donations. Depreciation amounted to R600 000, resulting in an accounting loss of R500 000. Noting though that the loss through depreciation did not impact cash flow. This was in line with the budget set for the 2023 year as approved at the previous AGM. Cash reserves remained broadly the same during the year, with R140 000 having been invested in security and greening assets, bringing the total cumulative investment in fixed assets to R3.2m.

In July of this year, CHE registered as a VAT vendor, enabling recovery of VAT-able operational expenses to be included in the reserve fund. The recovery of VAT has not allowed for in the operational budget and is therefore available to be utilised to build up the reserve fund.

The increased membership fee from the original fee of R980, (held for the period of 3 years) was increased to R1 100 from the beginning of September this year. This was implemented in order to meet the escalation of operational costs and the development of a reserve fund, over the next couple of years. The strategic objective is to develop a reserve of approximately R400 000 - R500 000.

Communications: (John Charter)

The absence of a good communication structure has been the CHE’s focus over the past year. New protocols for regular communications have been instituted. These include regular monthly snippets and newsletters. together with WhatsApp, Facebook and website uploads. Whilst there has been an improvement in communications, the co-ordination of the various mediums of communication are still being reviewed and developed. The redevelopment of the current website as a repository for information as well as for general information about the CHE is being developed, with secure login access for members. All of these modes of communication are designed to encourage dialogue between members and estate management. The slogan of being “Stronger Together” will only develop if we engage in constructive dialogue through better communications.

Acknowledgements:

In order to achieve the performance objectives, set for the company, it is important to acknowledge the services and support received from the Estate Management team, as well as the CHE’s Security Consultancy, IDME. The neighbourhood Watch, now under Justin Collins, is also acknowledged as an important role player in the CHE’s Crisis Management Plan.

Acknowledgement was given to all board members and the various committee members, for their contribution to the ongoing development of the company’s mandate, which serves both membership as well as the improvement for the wider Cowies Hill community. Directors/ Committee member’s time and efforts are not remunerated, however they achieve a sense that their efforts do contribute to the greater good, by achieving goals, aimed at enhancing both lifestyle quality, as well as property values for the overall CHE community. The Chairman appealed to all members to consider making themselves available to serve in any of these capacities. Management considers it important to achieve a demographically diverse board and community leadership, in order to reflect a more balanced and diverse community. The CHE looks to all of its members to consider contributing in this way.

The Chairman, on behalf of the board, thanked all CHE’s members for their on-going support.

5. YEAR TO DATE REPORT: Financial account of what has been expended year to date.

The audited annual financial statements for the year ended 30 June 2023, circulated to the members on 6th November 2023, as **Annexure B** of the Annual General Meeting pack. Mr Brett Scheepers presented on the expenditure year-to-date, and the following salient points were highlighted.

Income Statement

Revenue of R5.4m received from members, was similar to the previous year, with no increase in fees during the period. Mr Scheepers thanked the members for their continued support

given the tough economic climate being experienced by all, through the increased cost of living, inflation and interest rates.

The overhead expense base increased from R5m to R5.4m, comprising of R308k in security costs, R190k in greening costs and a R50k saving in marketing and a R50k saving across other departments in general. The majority of the expense is on the security portfolio, with Blue Security (being the major security provider), seeing an increase in fees from R3.25m to R3.45m, being a 6% increase, driven by inflation. This cost includes the call centre operation, on a 24/7 basis, dedicated only to the CHE members who also co-ordinates all resources, two-armed response vehicles that are ring-fenced to the CHE boundary and members' homes. Also included is the mobile panic app that allows members to receive assistance anywhere in KZN (two users per household) as well as the management costs of CHE's licence plate monitoring whereby high-risk vehicles are flagged and responded to proactively.

Balance Sheet

The bank balance and money market accounts were R267k (prior year R226k). Members balances owed were R376k, whereby at least ¾'s of this amount is collected via debit order, clearing into the CHE bank account on in the first week of the new month. Suppliers owed R567k, which left the CHE in a fair liquidity position, starting the new financial year with R148k in net current assets. The Finance Committee would prefer to have R450k in net current assets, so the Estate did run leaner than what was hoped. The VAT registration should assist in reducing these costs, and the Estate should reach the desired cash reserve level.

R140k was invested in fixed assets for the Crisis Management equipment as well as greening equipment and resources for the green spaces. The cumulative investment in CCTV equipment was R3m with a camera count of 72 oversight cameras, 18 ANPR cameras and 2 trail cameras, which brings the total camera count to 92.

6. ROTATION OF DIRECTORS:

In terms of Clause 12.1 of the Company's MOI, the Board of directors shall consist of at least three persons who are elected to office by the voting members and who are not connected persons (as defined in the Income Tax Act), in relation to each other. Elected directors shall serve terms of three years each, beginning from the date of their appointment and shall retire at the annual general meeting at which their term of office expires, provided that the resignations and re-election of the directors shall be staggered, so that at least one third of the directors resigns at each AGM. Directors retiring in terms of Clause 12.3 of the Company's MOI, shall be eligible for re-election.

The Chairman noted that the following directors would be resigning and will therefore not be making themselves available for re-election to the Board:

- Paul Justin Brink (resigned 30/11/2023)
- Mitchell John Brooks (resigned 30/11/2023)

The following Board members are still serving their three-year term and will therefore not be required to retire at this AGM, in order to comply with the requirements of the Company's MOI:

- Ivor John Daniel (appointed 18/10/2018 and re-elected 28/10/2021)
- Michael Ray Woods (appointed 18/10/2018 and re-elected 28/10/2021)
- John Edward Charter (appointed 18/10/2018 and re-elected 28/10/2021)
- William José Schalk Jardine (appointed 30/11/2022)
- Gillian Margaret Whittington (appointed 30/11/2022)

The above directors will therefore continue to serve their three-year term.

7. ORDINARY RESOLUTIONS:

The Chairman reported that the members would have received a sequentially numbered Ballot form upon entering the venue, and that they would now be required to vote on the various resolutions as recorded therein. He requested that all votes be cast using an "X" or a "✓", but that consideration be given before applying same, as any vote that has been amended or scratched out or that is not clear, will be taken as being a "spoilt" vote, and would not be counted.

The Chairman noted that the percentage of votes required for the passing of an Ordinary Resolution is more than 50% of the voting rights exercised on that resolution.

The Chairman requested that all members ensure that they have completed and signed their ballot form, before returning same.

7.1 ORDINARY RESOLUTION NUMBER 01: APPROVAL OF ANNUAL FINANCIAL STATEMENTS – 30 June 2023

In terms of Clause 19.1.5 of the Company's MOI, the audited annual financial statements of the Company, incorporating the report of the independent auditors and the report of the directors, for the year ended 30 June 2023, as was approved by the board of directors of the Company on 6th November 2023, was presented to the members for their approval.

A copy of the Annual Financial Statements was circulated with the meeting pack as **Annexure B**, and the Chairman took them as read.

With no questions being raised, the Chairman requested that the members cast their vote to approve the audited annual financial statements of the Company, incorporating the report of the independent auditors and the report of the directors, for the year ended 30 June 2023. The resolution and the results thereof are recorded below.

ORDINARY RESOLUTION 01 – 30 NOVEMBER 2023

IT WAS RESOLVED AS AN ORDINARY RESOLUTION THAT, the audited annual financial statements of the Company, incorporating the report of the independent auditors and the report of the directors, for the year ended 30 June 2023, as approved by the board of directors of the Company on 6th November 2023, be and is hereby approved, with the Chairman being authorised to sign same, as a true record.

Proposed by: Ms Gillian Whittington

Seconded by: Mr Paul Brink

Votes in favour: 100%

Votes against: 0%

Abstained: 1

With 100% of the votes cast, voting in favour of the resolution and with there being no objections, the resolution was duly passed.

7.2 ORDINARY RESOLUTION NUMBER 02: RE-APPOINTMENT OF EXTERNAL AUDITORS

To consider the re-appointment of C & H Accounting Inc, as the duly appointed independent auditors to the Company and Ms Shirley Louise Stanley as the designated auditor to the Company, as recommended by the Board of directors.

The Chairman requested that the members cast their vote to approve the re-appointment of the external auditors and the designated auditor. The resolution and the results thereof, are recorded below.

ORDINARY RESOLUTION 02 – 30 NOVEMBER 2023

IT WAS RESOLVED AS AN ORDINARY RESOLUTION THAT, C & H Accounting Inc. be and are hereby re-appointed as the independent auditors to the Company, with Ms Shirley Louise Stanley being the designated auditor, for the ensuing financial year.

Proposed by: Mr Michael Bold
Seconded by: Mr Mike Woods

Votes in favour: 100%
Votes against: 0%
Abstained: 0

With 100% of the votes cast, voting in favour of the resolution and with there being no objections, the resolution was duly passed.

7.3 ORDINARY RESOLUTION NUMBER 03: EXTERNAL AUDITORS REMUNERATION

To authorise the Board of directors to consider the remuneration of the auditors and to fix their remuneration for the past year.

The Chairman requested that the members cast their vote to approve that the Board consider the remuneration of the auditors and to fix their remuneration for the past year. The resolution and the results thereof are recorded below.

ORDINARY RESOLUTION 03 – 30 NOVEMBER 2023

IT WAS RESOLVED AS AN ORDINARY RESOLUTION THAT, the directors of the Company, be and are hereby authorised to determine the remuneration of the auditors.

Proposed by: Mr John Charter
Seconded by: Mr Michael Bold

Votes in favour: 100%
Votes against: 0%
Abstained: 1

With 100% of the votes cast, voting in favour of the resolution and with there being no objections, the resolution was duly passed.

7.4 ORDINARY RESOLUTION NUMBER 04: APPROVAL OF BUDGET 2023/2024

To consider the directors "Precinct Plan" for the ensuring year, detailing the infrastructure investments and other Capital expenditure, including changes to the operational elements of the appointed service providers and to approve the 2023/2024 Budget (circulated with the meeting pack as **Annexure C**), in terms of which the Company will be administered for the ensuring year.

Mr Brett Scheepers presented and advised that the budget remains unchanged to what was presented at the Town Hall meeting held on 27th July 2023. Mr Scheepers noted that a detailed presentation of the budget was given at the July meeting and the following salient points were highlighted:

Income:

- The budget reflects a projected surplus of R93k for the year, including the levy increase implemented in September 2023.
- The main sponsors namely Shelley Residential and Meondo Holdings, have renewed their commitment for the following 12 months. Mr Scheepers extended his thanks to these two sponsors.

Expenditure

- Total budgeted expenses are R6.4m, which is 6.5% higher than the actuals for 2023. This is due to inflation as there are no major operational or structural changes and costs are

being cut where possible.

- The equipment is now four years old, so an increase in the "Maintenance and Repairs" element of the budget is expected.
- As a whole, the security department cost is budgeted to increase by 8% on the 2023 actuals.

Summary:

The budget is tight and if achieved, it will not result in an increase in cash reserves. It would be nice to utilise the R98k that is budgeted to generated surplus, for additional security systems, although the Board would still need to make a decision on this. Finance would therefore have to reply on the VAT registration to increase savings and cash reserves. It would be a tight budget if it was for the VAT reserves.

With no further questions, the Chairman requested that the members cast their vote to approve the 2022/2023 Budget. The resolution and the results thereof are recorded below.

ORDINARY RESOLUTION 04 – 30 NOVEMBER 2023

IT WAS RESOLVED AS AN ORDINARY RESOLUTION THAT, the 2023/2024 Budget, circulated with the meeting pack as **Annexure C**, be and is hereby approved.

Proposed by: Mr Paul Brink

Seconded by: Ms Gillian Whittington

Votes in favour: 100%

Votes against: 0%

Abstained: 2

With 100% of the members who casted a vote, voting in favour of the resolution and with there being no objections, the resolution was duly passed.

7.5

ORDINARY RESOLUTION NUMBER 05: AUTHORITY TO SIGN AND LODGE DOCUMENTS

To authorise the directors to do all such things and sign all documents and take all such action as they consider necessary to effect and implement the ordinary resolutions, as set out in the Notice of meeting.

The Chairman requested that the members cast their vote to authorise that the Board may sign and lodge all documents, and take all such action necessary, to effect and implement the ordinary resolutions, as set out in these minutes. The resolution and the results thereof are recorded below.

ORDINARY RESOLUTION 05 – 30 NOVEMBER 2023

IT WAS RESOLVED AS AN ORDINARY RESOLUTION THAT, the directors of the Company, be and are hereby authorised to do all such things and sign all documents and take all such action as they consider necessary, to give effect to and implement the resolutions as set out in the notice convening the annual general meeting, at which these ordinary and special resolutions will be considered. This is to include the signing and lodging of any required forms/documents with CIPC.

Proposed by: Mr Brett Scheepers

Seconded by: Mr John Charter

Votes in favour: 100%

Votes against: 0%

Abstained: 1

With 100% of the members who casted a vote, voting in favour of the resolution and with there being no objections, the resolution was duly passed.

8.	<p>SPECIAL RESOLUTIONS:</p> <p><i>The Chairman noted that the percentage of votes required for the passing of a Special Resolution is at least 75% of the voting rights exercised on that resolution.</i></p>	
8.1	<p>SPECIAL RESOLUTION NUMBER 01: AMENDMENT OF MEMORANDUM OF INCORPORATION (“MOI”).</p> <p>Clause 12.3 of the Company’s MOI prescribes the duration of the Director’s term of office, as well as a further requirement which prescribes that at least one third of all directors resigns at each AGM. This has created an administrative burden on the remaining directors, resulting from directors having to “retire” before completion of their three-year term of office, in order to comply with the one third requirement, as prescribed in the Company’s MOI.</p> <p>In order to maintain the continuity of the Company’s Board of Directors and to avoid unnecessary resignations, the Board has proposed that Clause 12.3 of the Company’s MOI be deleted in its entirety and be replaced with the following:</p> <p>“Elected directors shall each serve a term of three years, beginning from the date of their appointment and shall retire at the Annual General Meeting at which their term of office expires, provided that at all times, the minimum director requirement is adhered to”.</p> <p>It is noted that Clause 12.4 does allow for the retiring directors to be eligible for re-election to the Board. It is further noted that any amendment to the Company’s MOI requires approval by Special Resolution of the voting Members.</p> <p>The Chairman requested that the members cast their vote to authorise the amendment of the Company’s MOI, as is proposed herewith above. The resolution and the results thereof are recorded below.</p> <p>SPECIAL RESOLUTION 01 – 30 NOVEMBER 2023</p> <div style="border: 1px solid black; padding: 5px;"> <p>IT WAS RESOLVED AS A SPECIAL RESOLUTION THAT, Clause 12.3 of the Company’s MOI, be and is hereby deleted in its entirety and replaced with the following: “Elected directors shall each serve a term of three years, beginning from the date of their appointment and shall retire at the Annual General Meeting at which their term of office expires, provided that at all times, the minimum director requirement is adhered to”.</p> <p>Proposed by: Mr Michael Bold Seconded by: Mr Brett Scheepers</p> <p>Votes in favour: 100% Votes against: 0% Abstained: 0</p> <p>With 100% of the members who casted a vote, voting in favour of the resolution and with there being no objections, the resolution was duly passed.</p> </div> <p><i>The scrutineers collected the ballot forms for processing.</i></p> <p><u>Post meeting note:</u> <i>The results of the voting on each resolution, has been provided for in the minutes.</i></p>	
9.	<p>OTHER BUSINESS</p> <p>9.1 Questions and Answers: An opportunity for members to ask questions of the Board and service providers in attendance.</p> <p>Noise Pollution: Mr Martin Conrads noted the incessant noise from the Taxi’s and advised that this is in</p>	

contravention of the by-laws, so it should be attended to.

The Chairman advised that the taxi's are a law unto themselves in many respects, and that the noise from all the hooting has a real impact on people living along the taxi route. He enquired as to whether anyone had any suggestions on how to combat the noise pollution.

Mr Michael Bold suggested that the CHE enlist the help of the City Police and Ms Michelle Kramer advised that Metro was asked to assist, but that their involvement did not seem to help much.

Mr Conrads advised that on some days, the hooting starts as early as 7am. He noted that the CHE is a residential area, not a retail area, so the noise needs to be addressed. Ms Kramer advised that Metro does not have the manpower to monitor the taxi situation.

The Chairman advised that the CHE has had some success with raising municipal issues and that if raised collectively as an organisation, such complaint should be able to be taken up with the Municipality, as it falls under City infrastructure.

Mr Barry East noted the challenges and advised that engagement was made with the taxi operators some time back, requesting them to not make random stops. They did however note that the challenges their passengers face is that there is no shelter available, so they stand where it is most convenient. Mr East suggested that the CHE look at revamping the bus shelters, so that passengers would head there and in doing so this should decrease the amount of hooting.

Mr Conrads noted that there are bus shelters available, but the passengers don't go there, and the taxi operators call for potential customers, even if there are no visible passengers waiting.

Mr East suggested that the passengers be incentivised, and that one possibility may be to arrange a collection and delivery service directly to the formal bus stops.

Mr Conrads advised that he had tried to find the number of the Taxi Association and suggested that signage be erected, requesting no hooting.

Mr Paul Brink suggested that the CHE communications include the domestic workers and that perhaps it was time to build a database with the names and numbers of all domestic staff, so that they can be communicated with. The domestic workers can then talk directly to the taxi drivers. A discussion ensued.

The Chairman requested that this item be formally tabled for consideration by the Environmental and Infrastructure portfolio.

PB

Mr Brink suggested notifying the taxi's that they can collect their passengers within the CHE and provide a few collection points but stipulate that under no circumstances will hooting be allowed. Mr East noted that this conversation would be one worth having.

Ms Juliet Colly advised that an additional noise contributor is the petrol leaf blowers and requested that the CHE provide electric blowers rather.

Mr Bold advised that this falls under garden services and not the CHE and Ms Colly suggested that the garden services be advised of the noise and that they look at sweeping the debris rather than blowing it.

An enquiry was made regarding the noise emitted from Generators and what the members thought about such. A light-hearted suggestion was made that they should all be banned.

Fault Reporting:

Mr Bold made reference to the Municipal faults and the various complaints on the group regarding the lack of water and/or electricity. He noted that at one time there can be up to

1 000 complaints on the group. He enquired as to whether anyone is still phoning the Municipality and obtaining a reference number and posting same on the group. He further noted that the CHE operator needs to be focused on security and not on logging municipal faults.

The Chairman encouraged members to report any faults directly to the Municipality and record their reference number so that it can be put into the programme. Mr Bold advised that should a report come into the call centre without a name or reference number, then such request should not be assisted.

A discussion ensued regarding the number of faults being reported on the group, when such matters should be raised in the Municipal Group rather.

The Chairman noted that a geo-locating feature could also be of assistance, especially in terms of locating those faults that are recurring, so that these can be raised directly with the Municipality.

It was noted that having a dedicated person to phone on behalf of the CHE and obtain the relevant reference number has been of tremendous help, and it was further noted that the past 10 days was an exception to the norm, as numerous issues were reported with both water and electrical issues being raised.

Mr Brett Scheepers noted that the Municipal Group would not log the fault for the member, and it was therefore easier to have the CHE operator obtain same. A discussion ensued.

Mr Brink advised that the CHE is providing a service for members who do not have the time to be put on hold whilst trying to report a fault. He further noted that electricity and water were two different departments and advised that setting up an "Issues Register" would allow for a notice to go out if more than 3 faults have been logged, so that members would be notified that the fault is being attended to. He further advised that the CHE is also looking at building up a record of infrastructure issues (road and storm water issues), so that these items can be maintained properly.

The Chairman noted that Mr Brink alluded to advise that the CHE is working on developing a programme, in conjunction with a sponsor, which will assist in recording all faults and providing the relevant feedback to members.

Mr East advised that the CHE is using standard resources to manage the influx of complaints and reports and requested that members be mindful that there is currently only one dedicated operator. He further advised that the CHE is looking at options to manage these reports as the operator should be dedicating his attention to securing the CHE.

Mr Brink advised that there are two levels of input, being the member and the operator and that by calling the Call Centre there is only input as faults are being reported, but not escalated. He further advised that the CHE started out with security as its primary focus but is now also having to look into infrastructure issues, due to the City Council failing the CHE residents. He noted that the CHE as a collective would need to address these issues.

Lighting and obstructions:

Mr Jagendra Naidoo noted that the area, as you come off the M13 from the Mall side, currently has no lighting and enquired as to whether this could be looked into. He also noted the number of trees that have fallen down after the recent storms, which is causing an obstruction on the roads, and which could cause an electrical fault if not attended to, as some may come into contact with the electrical infrastructure.

Mr Brink noted that Municipal Parks and Recreation would deal with the fallen trees, but that trying to co-ordinate them to remove the trees, would be difficult.

The Chairman noted that numerous reports have been made and that different departments deal with the fallen trees and electrical issues, but that a response has been sought from Council as electrical issues do have an impact on petty crime in the area.

Mr Alec Le Roux enquired as to the ruling if fallen trees and brush are on the homeowners' verge and further enquired as to whether each homeowner needed to take care of their own verges or whether the CHE would assist with the cleanup.

Mr Bold advised that the space between the road and meter is the responsibility of the Municipality and the area between the meter and the house is the homeowners responsibility.

Mr Brink advised that this was an ongoing problem and climbing trees which have fallen onto electrical cables is a huge risk. He further advised that the CHE is looking at obtaining a long-reach chainsaw, but that this was a R16k investment. If purchased then the CHE could assist members with this matter, but that such would come at an additional cost.

The Chairman enquired as to how the members would feel about paying the CHE to clean up the fallen trees. An enquiry was made as to why whole trees were being cut down, when an impression was given that the CHE are trying to preserve the indigenous trees in the area. It was also noted that there is a law against cutting down indigenous trees.

The Chairman advised that only the overhanging branches that were affecting service delivery, would be removed. A discussion ensued and a statement was made that paying a small fee would be cheaper than getting an outside garden service to assist, especially in light of these obstructions affecting service delivery in the area.

It was noted that in the July meeting it was proposed that members obtain a tax certificate for any donations made. A member proposed donating R500 into the clean-up account and challenged all members to do the same and these funds could assist with the clean-up and may also assist with the purchase of a long-reach chainsaw, especially in light of the fact that the Municipality was ineffective in maintaining the clean-up process. It was further noted that a major clean-up of the area was done a few months back, but that electrical cables were still caught in trees. especially in the Woodside and Tunbridge areas and a request was made to address these.

Ms Sharlene Jolley enquired about the Turnbridge bend, as it looks as though it is in the process of collapsing. Mr Brink advised that it was initially reported to Roads and Stormwater maintenance, but it should have been reported to Road Provisions, which is a separate department and is now being dealt with there. Mr Brink undertook to follow up on this matter.

PB

Mr Bruno Eggers proposed that Mr Brink put together a plan and costing of sorts, to attend to the cutting and clearing away of fallen trees, which can then be put forward to the members to gauge their interest. Mr Bruce Colly seconded the proposal.

PB

Security Concerns:

Ms Michelle Kramer advised that there has been an audit and assessment of the operations, to ensure that Blue Security retains their efficiency, due to a few complaints having been received. These complaints were raised in respect of the CHE operator logging various Municipal issues and concern as to whether he is maintaining his vigilance regarding security issues. Ms Kramer advised that this is a concern but is being looked into. She further advised that monthly bush walks, visible policing of the area and discussions with Metro and SAPS have added to the security of the area. Serious crimes in the area have drifted off and are notably less than the surrounding areas.

The Chairman advised that Mr Brink and the Environmental team have been clearing out the squatters in the M13 bush area, which was a contributing factor to crime in the area.

No further questions were raised.

10.

CLOSURE

The Chairman thanked the members for their attendance and interaction and with no further business to discuss, the Chairman adjourned the Annual General Meeting at 19h55.

READ AND CONFIRMED AS A CORRECT RECORD OF PROCEEDINGS.

CHAIRMAN

DATE