



Emerald Estate Homeowners Association NPC

(Registration No 2004/023760/08)

Minutes of the Emerald Estate Annual General Meeting (AGM) held at GracePlace Church, Shop L9, Lower Level, Stoneridge Centre, Hereford Road - on Tuesday the 27th August 2019 at 18h30.

1. Quorum:

Attendance register: **(TOTAL = 57)**

315	317	322	337	340	341	343
347	348	350	351	358	360	361
364	365	370	372	373	376	379
388	390	392	399	400	410	412
435	440	447	448	450	451	453
460	471	475	479	482	483	492
497	501	504	507	509	512	513
514	515	527	538	544	549	555
564						

Proxies Received:

The following Proxies were received in their correct format, prior to the meeting; **(TOTAL = 62)**

313	319	321	323	325	327	329
330	331	338	344	355	356	363
367	368	369	378	380	383	386
387	405	409	418	419	421	422
437	438	442	449	454	455	457
458	459	461	466	467	476	478
480	481	485	486	490	495	503
506	511	516	518	519	523	528
542	548	553	556	560	565	

Mark Trollope (MT) confirmed that a quorum was reached (total = **119**) and that the meeting was constituted.



2. Welcome:

Mark Trollope welcomed all to the meeting and introduced the outgoing Board;

Mark Watson	(MW)	Chairman + Finance
Jaco Van Den Berg	(JB)	Vice Chairman + Legal
Estelle Perold	(EP)	Landscaping
George De Bruyn	(GB)	Maintenance & Aesthetics
Patrick McDonald	(PM)	Communications
Nicki Buchanan	(NB)	Social & Events

Mark Trollope advised that Ms Nicki Buchanan would be stepping down from the Board and had submitted her resignation as a result of her pending house sale. Mark Trollope thanked Nicki for all her hard work and assistance during her service on the HOA Board.

3. Apologies Received:

In addition to the Proxies, the following residents extended their apologies for not being able to attend;

325, 363, 433

4. Confirmation of previous AGM Minutes dated 27th August 2018:

The previous AGM minutes were approved.

Proposed by : Mr Ryan Woods (House 347)

Seconded by : Mr Barry Tandy (House 497)

5. Chairman's Report:

Good evening ladies and gentleman and welcome to the 2019 Annual General Meeting of the Emerald Estate Homeowners Association NPC.

A special welcome to those residents who have moved into our estate during the past year.

Thank you all for your attendance this evening.



I would like to express my thanks to my fellow directors who have served on the board for the past year and who have all donated their personal time to serve on the board. Please be reminded that the directors do this as a service to the estate and are not remunerated. A special thanks to Nicky Buchanan who will be stepping down tonight, thanks for your hard work and dedication over the past few years.

Of course, a very big thank you to our estate manager Mark Trollope and his great team for all their hard work and dedication over the year.

This year we thought we would again give you a few trivial facts about the estate:

- The residents donated **R96 850** to the guards Christmas fund.
- **390** litres of fuel was used for the Gatehouse Generator during **68** hours total power outages.
- The Visitors entrance boom opened **66,350** times in the last year.
- The Estate has **33** houses which are rented out, or **16%** of the total properties.
- Since the last AGM, **19** new Owners have moved into the Estate.
- **11** House Plans were received for Alterations review.
- **8** Alterations have been completed, and **2** are still in progress.
- There was **0** turnover in Security Staff since the last AGM.
- **12** Burst water pipes or meters inside the Estate were reported to Joburg Water.
- A total of **3** beehives were removed from around the Estate.
- **6** Residents Perimeter walls fell down due to various circumstances.
- The average House selling price for the period was **R2,792,800** - or a **4.2%** average increase.

Let me briefly expand on what has been achieved this year bearing in mind that security has been and remains our prime focus area:

- Minor repairs and repainted Perimeter Wall in August 2018.
- Repaired rust and repainted the Biometric readers.



- Fenced in the area around Watertank & Pump-room in the Strip.
- Installed a new rain-water drainage facility in Howlite Cove.
- Swept all the Coves and repaired loose bricks - filled with sand/cement mix.
- Replaced the Indemnity signs in the Strip, Walkways and Waterways.
- Rewired the entire Strip Pump room, upgraded the electrical Distribution Board and Balanced the phases so that we can power the strip lights with a Generator in power outages.
- Serviced the Borehole pump and Booster pump.
- Purchases a new PC for the Access Control system.
- Upgraded the Janus Access Control Software.
- 2 new spotlights were installed at the top and bottom of the Pebble Drive extension Waterway.
- Installed a power Surge Protection System on the dual CCTV DVR's.
- Installed 26 Day/Night switches onto each Modderfontein Strip Light pole.
- Installed Lightning & Surge protection in the Strip Power Room & at the Gatehouse.
- Purchased and installed a CPF Traffic Camera.
- Installed a new Walkway on the Pebble Drive Extension.
- Purchased 3 new monitors for the Gatehouse so guards can view CCTV, Visitor Access, and Electric Fence systems 24/7.
- Completed the upgrade and installation of a new CCTV system along the Strip, the signal is now being transmitted by fibre network.
- Traffic lines are currently being repainted and are nearly completed.

Major projects planned for the next couple of years as funds allow include:

- Repair and repaint palisade along Modderfontein road – this is monitored and repaired as needed at the moment
- CCTV system around outside perimeter
- Gatehouse extension
- Tar resurfacing if required



GENERAL MATTERS

The HOA continues to identify areas that require attention with the estate area, these are prioritised and added to the master plan of the estate, bearing in mind security remains our top priority.

Mark Trollope continues to be the eyes and ears of the estate and is also involved in the area community police forum meetings in order to keep us informed of the current security issues in the area allowing us, the residents to be forewarned of potential issues.

FINANCE AND LEGAL

Finance

The audited annual financial statements have been circulated and will be dealt with separately.

Legal Matters

There were no legal issues which have surfaced during the past year.

Communications and public relations

- A total of **63** sms's were sent to residents since the last AGM. Most residents now make use of the Whatsapp Notice system which is obviously much cheaper. An additional **32** messages were sent via Whatsapp. On this point, if you are not on the Estate Whatsapp notice system, simply send Mark a direct whatsapp and he'll add you onto the Estate Group.
- **3** Newsletters and **1** Security notice were sent out to all residents via email.

VOTE OF THANKS

Finally, a big thank you to the residents who have supported the HOA and assisted in continuing to make this the most sought after estate in the Greenstone area.



6. FINANCE REPORT

Audited financial statements.

The audited financial statements for the year ended 31st December 2018 have been finalised by the auditors and the Estate has been issued with an unmodified audit report. The financial statements have been accepted by the directors as read.

It should be noted that previously the financial statements did not account for fixed assets, these were expensed in the year of acquisition which is common practice in many Home Owners Associations.

Due to the fact that our financial statements are required by our MOI to follow a recognised financial reporting framework we have now amended the current years financial statements on a retrospective basis to correctly account for the fixed assets.

The impact of the change is an increase in reserves of R 228 135 which will be amortised over the next few years.

Appointment of auditors for 2019

In terms of Section 90 Paragraph (6) of the Companies Act 71 of 2008 the current auditors, Swaine and Associates will be reappointed for the 2019 financial year.

General Comments

The financial statements reflect an increase in outstanding levies due by residents, this is however made up of a few owners only and is well under control, collection procedures are under way.



As mentioned earlier in order to fully comply with the International Financial Reporting Standard for Small and Medium-sized entities, the accounting framework that the HOA utilises, fixed assets with a net book value of R 228 139 have been raised and a retrospective adjustment made to prior years. This has increased the reserves on the balance sheet by a similar amount.

Reserves

- At the end of the financial year our net accumulated cash reserves amounted to R 1 209 159
- Current outstanding levy debtors have increased from R 38 790 to R 70 961.

Income and expenditure

- The results for the year 1 January 2018 to 31 December 2018 have given rise to net after tax profit of R 149 703
- Other than the above there were no abnormal or excessive items of expenditure that occurred during the year that were not budgeted for and that need reporting on.

7. BUDGET : 2020 FINANCIAL YEAR

- The board, together with Mark Trollope have prepared the budget for the 2020 financial year and all cost increases have been carefully scrutinised and kept to an absolute minimum, this has been done as the board is acutely aware of the current economic situation facing us all.
- The increase for 2020 has been kept to the lowest possible amount that we feel will be possible for the estate to operate effectively.
- The proposed budget for 2020 year has been circulated to all members prior to the meeting



- The directors of the HOA are recommending an increase in the ordinary levy from the current R 1 445 to R 1 476.47, an increase of R 31.47 per month or just over 2%.
- The CSOS levy will increase from R 20.90 to R 21.53.
- We are proposing to leave the Project reserve fund (general maintenance reserve) contribution of R100 unchanged.
- The combined levy increase therefore provides for a levy increase from the current R 1 535 to R 1 576 per household per month, a combined increase of 2%
- Please bear in mind that this excludes the estimated CSOS levy of R 21.53 per residential property.
- We have again reviewed the levies payable by residents in the surrounding estates for comparative purposes:
(MW Ran through all the Greenstone Hill Estates, and provided levies for 3 bedroom ground floor houses in the various Estate's and complexes)
- As can be seen from the exercise our levies are still reasonable
- It is important to note that Emerald Estate is one of the smallest Estate in the area. We only have 258 houses and receive no supplementary income from any high-density complexes within the Estate unlike all the other estates around us.

8. APPROVAL OF THE 2020 BUDGET

The HOA requires approval of the budget for the year ending 31 December 2020, so with that in mind I would like to call for a vote on the proposed budget:

You have been issued with a voting document, please will you indicate on the document whether you are in favour of approving the budget, against or abstain. These documents will be collected and the votes tallied.

Voting with regard to the proposed 2019 budget will be performed by a Poll. Residents were issued with a Vote Card on entry Registration, and have blocks on them to indicate their chosen Vote. Residents may vote "In Favour" / "Against" / or "Abstain".



PROPOSED BUDGET : 2020		2019	2019	INCREASE	TOTAL
	EXPENSES	BUDGET	6m ACTUAL	2020	% INC
10001	AGM Room Hire	R 208	R 167	R 200	-4.00%
10002	Armed Response	R 650	R 620	R 650	0%
10003	Audit Fees	R 1 892	R 1 869	R 2 043	8.00%
10004	Bank Charges	R 857	R 1 440	R 1 450	69.10%
10005	Electric Fence Maintenance	R 3 531	R 4 996	R 4 000	13.29%
10006	Electricity	R 6 884	R 5 937	R 7 827	13.70%
10007	Fuel : Generator	R 400	R 462	R 400	0%
10008	Grounds Maintenance	R 70 749	R 70 749	R 70 749	0%
10009	Insurance	R 3 776	R 3 528	R 3 776	0%
10010	SMS Communication	R 600	R 880	R 600	0%
10011	Landscaping Trees & supplies	R 500	R 500	R 500	0%
10012	Legal Fees	R 2 000	R -	R 2 000	0%
10013	Levy Collection Fee	R 21 751	R 22 481	R 14 372	-33.93%
10014	Maintenance Reserve (R100)	R 25 800	R 25 800	R 25 800	0%
10015	Management Fees - EMServ	R 47 150	R 47 150	R 47 150	0%
10016	Rates & Taxes	R 7 346	R 1 196	R 260	-96.46%
10017	CCTV Maintenance	R 3 228	R 2 993	R 3 228	0%
10018	Repairs & Maintenance	R 17 149	R 21 513	R 20 500	19.54%
10019	Security	R 175 853	R 175 853	R 189 921	8.00%
10020	Telephone & SMS & Mircell	R 2 825	R 3 402	R 3 400	20.37%
10021	Water - Council	R 5 346	R 4 994	R 5 641	5.50%
10022	Fibre Internet	R 705	R 658	R 605	-14.20%
10023	Telecoms & Radio License Fee	R 320	R 329	R 330	3.13%
		R 399 521	R 397 516	R 405 402	1.47%

Levy Income Scenario	Actual 2018		Actual 2019		Budget 2020	
Actual Levy amount	R 1 435.00	5,1%	R 1 545.00	7,7%	R 1 576.47	2,0%
Total Levy Income	R 370 230.00		R 398 610.00		R 406 729.26	
Retained / (Shortfall)	R 125		R 419		R 1327	
Levy Increase amount	R 70		R 110		R 32	



Mark Watson requested that all residents complete their Vote cards and these were collected by Mark Trollope.

Mark Watson requested a volunteer from those present to assist / observe the tallying of the Poll Vote Cards. Mr Msizi Mavundla (house 315) and Ms Leanne Hodsdon (house 340) volunteered and assisted Ms Nicki Buchanan. Mark Trollope ratified their count – and handed Mr Watson the result.

Results of vote (inclusive of proxies);

APPROVAL OF BUDGET FOR 2020

For	123
Against	0
Abstain	1

However, once the counts were ratified after the meeting, it was discovered that 3 of the Proxies submitted were in attendance (House 399, 475, and 468). In addition, 1 Proxy was nullified, as the member has outstanding Levies and in accordance with the Estate MOI, is not eligible to vote at an AGM.

Accordingly, the votes were adjusted, and the corrected results of the Vote are;

For	119
Against	0
Abstain	1



The 2020 budget was approved and Levies will be adjusted to R1,576.47 – effective 1 January 2020.

Mark Watson concluded the financial report.

9. Introduction and Ratification of Levy Collection Policy document.

The Board introduce the Levy Collection Policy document as part of the AGM pack. The Levy Collection Policy document is accepted as read by the Directors.

Mr Albert Masoso (house 400) queried the charges listed for reminder notices as being excessive. The Board explained that these charges are listed as a deterrent and a mechanism to encourage residents to pay timeously before the 7th of the following month.

Residents were requested to complete the Vote cards in Favour of / Against / or Abstaining for the vote to ratify the new Levy Document.

Results of vote (inclusive of proxies);

APPROVAL OF LEVY COLLECTION POLICY DOCUMENT

For	119
Against	0
Abstain	1

Accordingly, the Levy Collection Policy document is adopted and takes effect on the 1st September 2019.



10. Election of the Board of Directors for 2019/2020:

Mark Trollope thanked Mark Watson and all the members of the HOA Board - on behalf of the owners - for the effort they have put into the Estate.

MT advised that he had received 6 properly formatted, correctly completed, eligible nominations for service on the Board of the Association, and enquired if there were any other nominations outstanding, to which there were none.

The following members were nominated and elected to the Board of Directors.

Mr. Mark Watson	(re-elected)
Mrs. Estelle Perold	(re-elected)
Mr. Jaco van den Berg	(re-elected)
Mr. George de Bruyn	(re-elected)
Mr. Patrick McDonald	(re-elected)
Mrs. Andrea Pearson	(nominated)

MT advised that in terms of the Estate's Memorandum of Incorporation, Clause 2.5 (13), the Chairman and Vice Chairman were to be elected by the members at the AGM.

Chairman:

MT advised that he had received a written nomination for the position of Chairman. Mr Ryan Woods of House 347 nominated Mark Watson as Chairman. Mr. Watson accepted the nomination, and the members of the HOA voted unanimously in favour.

Vice-Chairman:

MT requested nominations for the position of Vice-Chairman from the members. Ms. Leanne Hodsdon of house 340 nominated Jaco Van Den Berg. Mr. Van Den Berg accepted the nomination, and the members of the HOA voted unanimously in favour.

MT congratulated the new Board, as well as Mr. Watson and Mr. Van Den Berg on their positions - and wished them well for the next year.



11. General:

MT handed over to Mr. Watson, to go through the General section of the Agenda. MW advised the residents that one addition matter had been submitted;

<p>504 : Jerome Dreyden</p>	<p><u>Following the Security incident at the Gatehouse</u></p> <p>a) <i>Is there a documented security risk assessment for the Estate?</i></p> <p>b) <i>If a security risk assessment is in place – has it been reviewed since or are there plans for a review post this incident?</i></p> <p>c) <i>Did the review or will the review include a re-assessment of the existing risks faced as residents; visitors; delivery / uber vehicles etc. are received by our guards when arriving at the gate/s during normal daylight & night-time hours?</i></p> <p>d) <i>Does the mitigation or will the mitigation include proposals / actions to further strengthen existing barriers which following events on the 03rd August 2019, has been proven to be inadequate?</i></p> <p>The Board responded : Emerald Estate does not have a Security Risk assessment in place. Prior to receiving this request from a resident, there were no plans to asses the Estate’s Security risk – however the Board have committed to investigating this option and, following a cost analysis and review, will share the outcome with the Estate residents. It’s important to note several things regarding this incident, unfortunate as it was; This is the first incident of this type at our Gatehouse. It has happened to almost all the other estates in the area, but was a confirmed follow-home by a non-resident who had just drawn money at a bank teller. In reviewing the video footage, from 5 different Gatehouse camera’s, it is quite clear that there was NO time for the guards to react. It is the opinion of the Board, SAPS, and the CPF who have viewed the video footage, that our guards reacted in the best possible way. They were submissive, non-confrontational and co-operative. Our guards got the perpetrators out of the premises as quickly as possible, and without injury to anyone. Those items noted, Infantry Security have already been requested to formulate their own Risk Assessment, and the Board will investigate the costs of an independent assessment too.</p>
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<p><u>319</u> : Brian Colmer</p>	<p><u>Dustbins and Recycling</u></p> <p><i>Let me say at the outset that I understand we need Waste removal, but what we don't need nor do I want, dust bins sitting out due to poor service delivery for days on end, then being left on the street for days after Waste collection. Then when it comes to Recycling residents "dump" their plastic, paper, cardboard, tins etc on the verge, again to await Pick-up which as we all know probably wont happen. So we get more Rats, which last year we started trying to get rid of, and we have the special treat of driving through what's starting to look like a dump.</i></p> <p><i>Proposal: 1) That when Pik-it-up has not collected on a Wednesday we all bring our bins in to our properties and put them out the next day.</i></p> <p><i>Proposal : 2) That when Pik-it-up has collected all bins be removed from the street that evening. Any bin found on the street by Mark and Team to be removed and a R50 fine added to their levy to get it back.</i></p> <p><i>Proposal : 3) That recycling be scheduled for a Wednesday, so all waste is placed out on same day and collected.</i></p> <p><i>Proposal 4) If recycling waste is not collected, then The bags / boxes are taken back into the properties and put out the next day.</i></p> <p><i>Proposal 5) If 4 & 5 are either not possible or exhausting for residents then a collection system is arranged within the Estate for everything to be collected at one point. Rather one scruffy point than a scruffy estate.</i></p> <p>The Board responded : The Board agrees that the Estate looks awful following failures of our local services to perform their functions. Essentially, the proposal above the residents take in their bins if Pikitup don't arrive is the simplest and cost effective solution. The Board acknowledge receipt of these concerns and will look into various options in this regard. In the interim, an appeal will be made in the Newsletter for residents to assist us in taking in bins when Pikitup don't arrive.</p>
<p><u>507</u> : Nicola Ginnocaró</p>	<p><i>Sewerage matter - not only the effect on our and other properties in the estate but also the common property in the strip, as the problems continues every year during the rains and seems to be getting worse. Where are we at in terms of this issue being addressed and the action plan going forward.</i></p>



The Board responded : In order to provide some background to this matter for residents who don't read Newsletters. When we experience heavy rain in the Estate, there are two properties on the Waterstone Boundary wall who have mainline sewer manholes in the corner of their properties. These manhole lids pop off with the pressure of the water, and the residents are left with an unhygienic, horrible smelling mess afterwards. In an effort to relieve the damage to the one particular garden, the Estate opened up a drainage hole into the Waterway at the very bottom of the Estate. Obviously this is not ideal for the environment, but the sewerage waste will not drain otherwise and after days will seep directly into the soil and waterway anyway.

In addition to the drainage hole opened up, the Estate has also had 3 different Plumbing companies, one with a camera system, to investigate if the sewer lines are not blocked. It is emphasised that the problem exists ONLY during rainfall, and so the sewer system is being overwhelmed by stormwater evident in the system.

The Estate has dumped several thousand litres of water into all the surrounding Storm water drains on the road, in order to confirm that these are not somehow plumbed into the Sewer systems, which we can confirm is not the case.

Given the sheer volume of water coming through the system during rainfall, several possibilities exist. 1) A road storm water inlet higher up on the system is feeding into the Sewer line. 2) Several properties are permitting storm water into their drains. 3) The City of Joburg sewer lines are simply inadequate or blocked down the line somewhere beneath Waterstone, causing the overflow into Emerald.

The City of Joburg Water Department have been contacted several times in this matter. They seemingly only respond to blockages, and when they (and your own appointed plumbers) come to unblock the drains, there is no blockage found. Whilst it may be easy to blame city of Joburg Water for this problem, if there is no rain, there is no sewerage problem. The Estate has requested detailed plans of the sewer system for Emerald, but are still waiting for this information.

As mentioned in several Newsletters, and in separate notices to residents, it is imperative that each homeowner ensure that NO storm water can enter their sewer system. More often than not, the stormwater is being fed into



	<p>the drains below an outside tap, by downpipes, drainage systems and through the floor traps not being sealed or raised, beneath resident's outside taps. No resident wants to have their garden full of sewerage, so the Board is appealing to each resident to check their water drainage systems to ensure that no storm water can possibly enter the sewerage system. As a by-law, it should be noted that draining storm water into the sewer lines is illegal, and residents can receive a fine.</p> <p>Unfortunately, the problem now extends to a level that requires high level Water department involvement. The Estate has exhausted its abilities to identify the problem, however we will continue to engage with City of Joburg to get plans, or an engineer to come inspect the system. The Board will continue to copy residents on this correspondence.</p>
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Mr. Watson advised that the meeting had concluded, but the Board would be available for some time to answer any queries and receive any input from residents.

Closing:

MW thanked all for attending.

The meeting closed at 19H35.

[end]