



Thatchfield NEWSLETTER



From the Estate Manager

Fellow residents, doing the end-of-year newsletter always makes one stop and ponder. Time flies by so quick!

We had to deal with a lot in 2020. We had a plethora of projects this year, among them being: the Open Serve fibre roll-out that was a source of frustration amongst us all; installation of the new booms; upgrading our security software at the gates; creating new gardens at all our gates; changing the face of all our gates; issuing of stickers, then access cards; and maintaining the sporting facilities. In addition to all these projects, we still had to attend to incidents within the Estate.

All this was happening in the midst of the Covid 19 pandemic. I want to commend the THOA staff, together with our Fidelity Security team, for taking this challenge on and managing to deliver notwithstanding. I want to thank everyone for standing tall in these Covid 19 times. The staff never complained, despite the long hours we spent at the offices. Sometimes we had to sleep over at the THOA office as we could not make the curfew times. This kind of commitment cannot be bought. You were all great.

I want to thank our directors and the Board chair, Mr. Charles Lloys Ellis, for their support and hard work through 2020. This year, the saying 'the highest trees always catch the most wind' was proved correct. You all stood tall and served our community with distinction and pride. Our gratitude also goes to your families for not minding sharing you with the Thatchfield community.

To our SSG Gardeners, siyabonga! You guys are something special. The Estate looks clean and good. Our gardens look better and are blooming with flowers. Although the THOA only appointed you to do gardening, you were building, painting, and

maintaining; you were never hesitant to give me a helping hand. We fixed many potholes in and around the Estate, and we had a good laugh at the comments from vehicle drivers as they passed us by.

I also want to thank our newsletter editor who ensures that the information keeps flowing. Thank you for your time and effort in keeping the residents updated.

To our Thatchfield residents I want to say: during tough times a community's character is tested. You all were great. The THOA received so many compliments from residents that it was heart-warming to read them and share them with the THOA staff. They felt appreciated. Thank you to all the residents who came to the THOA offices with cookies and food to make sure we were not hungry - I have even gained weight! Thanks to our elderly for bringing food for the patrol dogs, and a big thank you to those residents who gave food to our guards at the gates. I am thankful to God for this community.

You may also remember the one big project initiated by Heidi and her husband Vincent earlier this year. They reached out to our security personnel and ran a scheme whereby residents could donate food to our security personnel. Parcels were then made, and each guard got a package full of surprises donated by our residents. What caring hearts we have in this community!

To our neighbours, the Thatchfield Ridge community, you are great. Your enthusiasm and positive spirit and involvement in the community is praiseworthy. We welcome you to our growing township.

To our fellow residents who lost loved ones during the Covid 19 pandemic, our condolences and prayers. May our Heavenly Father

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be with you as you are always in our thoughts. Those who lost their work, do not give up. Be positive and strong. Today a door closed, but tomorrow destiny will open a bigger one for you.

Should there be residents going away for the festives, please drive safe. Stop at resting areas and stretch those legs. I will be here with the security team to look after your dwellings. We will try our best as crime in general over the festive season increases, but I have confidence in our security team. I had a few concerns I wanted to raise, but in the spirit of the festive season those can wait till next year!

Please note that the THOA offices will close on the 18th December 2020 and re-open on the 11th January 2021. Should there be emergencies or incidents that you would like to raise with the office please do not hesitate to contact our security Control Room which is open 24/7 on 0126611952 or 0736971990.

Lastly, I would like to wish everyone a merry Christmas and a happy new year.

Kind Regards,
Mossie Mostert
THOA & TRHOA Estate Manager



From the Editor's Desk

Even the longest day comes to an end! The troubled year, 2020, is finally coming to a close.

We have several very important contributions in this edition, please take time to peruse them. If you need to share any views, news, or event with the community please write to the editor at: editor@thatchfield.co.za

If you need an interview feel free to send a WhatsApp message to the editor on: 082 084 4839.

We wish you a happy festive season. We hope that 2021 will be a happier year for all of us. God bless.

From the Board Chairman



The Covid 19 pandemic has had a devastating effect on our country. Everyone has been affected in one way or another, with some even losing loved ones to the disease. Our deepest sympathy

to those who have experienced loss.

Although life has returned to a 'new normal' following the lifting of our initial severe lockdown restrictions, we

cannot be complacent; we now need to be more vigilant than ever to prevent a second wave from engulfing us.

Under current COVID regulations it will be impossible for us to hold our AGM as we have close to 2 500 members, and gatherings of over 250 are not permitted. Virtual meetings can also not be conducted efficiently on this scale. As a result of these unusual circumstances over which we have no control, and in an effort to keep everyone informed, we will be sending out a standard AGM pack to all our members shortly. The Notice will be for an AGM 'to be held at a venue and

a date to be announced' and it will comprise the annual Board report, our financial statements and our budget for the 2021/2022 financial year.

In line with our undertaking at last year's AGM we have limited our levy increase to 3% which will come into effect on 1st March next year. Residents will be invited to address any of their questions or concerns to us in writing, and we will then respond to them. As soon as circumstances permit you will be informed of the date and the venue for the AGM.

Wishing you all a safe and healthy festive season.

Security over the Festive Season

It's that time of the year again and everybody can't wait for a well-deserved break.

However, before we all pack and go, there are a few things to consider and take note of:

Access control

- Please make the necessary access arrangements for the people who will look after your property and pets.
- Please keep in mind that you will be responsible for all the visitors you allow into the Estate.
- Keep your gate access card with you at all times, and make sure it doesn't fall into the wrong hands.
- If an access card gets misplaced or lost, please report it immediately to the THOA office to block the card.

Holiday goers

- Please close/lock all your doors, safety gates, windows and main entrance gates to keep uninvited guests out of your premises while you are away.
- Make sure all taps are closed and all geysers, stoves, ovens, toasters etc. are switched off.
- Arrange for someone to do random spot checks in and around your premises, if you are going away for a long time.

- Notify those whom you trust (neighbour, friends or family) about how long you will be away and give them a way in which they can contact you if they need to get hold of you.
- Please save the following numbers on your phone, if you need to contact the THOA Security Control Room at any time. The personnel is on site and on standby 24/7:
 - Control Room: 073 697 1990
 - FSS Shift Manager: 072 952 8903
 - FSS Reaction Officer: 060 567 0416
- Please arrange for someone to look after your pets, if you're not going to book the pets in at an animal shelter.

Fireworks

- For those of us that are staying during this holiday season, please keep in mind that no fireworks are allowed to be lit or shot in the Estate.
- Please make use of alternative venues should you feel the desire to make use of any fireworks.



Continue ➡

Introducing Richard Maluleke



My name is Richard Maluleke. I have been working for the THOA for 13 years. I started as a security guard for Fidelity and was later promoted to the Duty Manager position. In March 2019, I was given an opportunity by the THOA to work as a Control Room Operator. My main duty as Control Room Operator is to be the eyes and ears of the entire Thatchfield

Estate, which includes monitoring daily activities within and around the Estate through cameras, and reporting and recording any incidents and daily activities in the Occurrence

Book (OB). I also help the residents if they come to view any footage from ccv cameras. My job has been extended to the biometric system, and I assisted with registering residents onto the biometric system and printing access cards. I also attend to any other general queries related to access cards.

As from the 29th October, 2020, I have been requested to work at reception standing in for Ms Lucy Ndlovu who is currently on maternity leave. I would like to say to all the THOA residents: I am here and willing to assist you as much as I can with any queries that fall under my portfolio. Please do not be surprised to hear a new voice at the reception answering the telephone, you are in good hands!

From the Biometrics Office

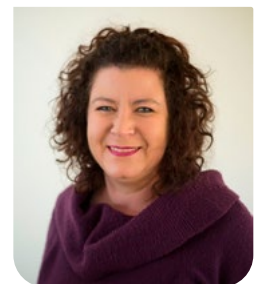
Please note that biometrics registrations can be done by appointment only. Kindly send an email to: admin2@thatchfield.co.za to book an appointment. The necessary forms can also be downloaded from the Thatchfield website: www.thatchfield.co.za

Also, please note the following critical guidelines:

- Existing homeowners moving from one property to another property in the Estate and/or to another estate must inform this office two weeks in advance to get registered on the new property and be removed from the records of the old property.
- Existing Homeowners who have **private rental agreements** with tenants should ensure that their tenants registration documents reach our offices two weeks prior to the move-in date. Failure to comply will result in access being denied at the gate.
- Handing documents in on the same day as move-in date will not be accommodated.
- Existing homeowners should inform the THOA in advance

when they have extended their tenants lease agreement and should send a signed copy to the email supplied.

- Should the homeowner **make use of an Estate Agent** to handle the tenants affairs, the Agent must at all times send amended lease contracts to the THOA before expiry date.
- When a homeowner uses an Estate Agent who is unregistered on the THOA Biometrics System to market their rental property, the THOA should be informed of this. We need to register your Agent on the system for access to your property.
- No Agent is allowed to use an owner's access card or previous cards left behind by tenants.
- Please note that only one access card can be linked to an



Ms Lizette De Wet

individual ID and the owner of the card takes full responsibility in keeping that card safe. The owner of the card must immediately report to the THOA when they have lost or misplaced their access card.

- No access cards will be issued to minors.
- No new access cards purchases can be added to the levy account. These cards must be paid for via EFT as per registration regulations.

Appointments must be made for biometric registration of helpers, gardeners, and contractors for 2021.

We would like to wish everyone a merry Christmas and a happy new year.

From the THOA & TRHOA Estate Team



From the Deputy Estate Manager



Flushing of sanitary pads and diapers down the toilets

The THOA Estate Manager and the Technical Team have been very busy with requests in the past few weeks regarding blocked drains or sewer pipes. There is a trend that they have picked which has led me to write this article. Whenever they assist

with blocked drains/sewer pipes, the items mostly causing these blockages are surprisingly the following: sanitary pads (for females), diapers, newspapers, and injections.

We are pleading with the entire Thatchfield community that please let us assist one another and use the toilets for what they were built for; **please do not dump or flush sanitary pads and baby diapers down the toilets.** May all those who are not directly involved in such behaviour kindly share this concern with people in your households who might be the ones committing such unacceptable acts. Let us keep our environment clean and safe by preventing further blockages.

Misbehaving children

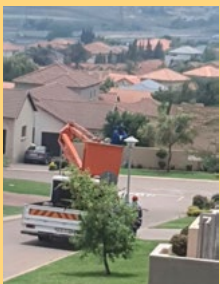
Over the past two years, we have been receiving complaints daily regarding misbehaving children around the Estate. We have been raising this issue over and over: we have written about it in this newsletter, on resident's WhatsApp groups, on Telegram, we even put up notices at our gates. Despite all these efforts, incidents of misbehaving children still persist. Fellow residents and parents, we sincerely plead with you here, help us by disciplining your children. The office is flooded with the complaints, which include the following:

- Children walking by themselves on the street without any supervision from an adult.
- Children playing in other residents' gardens, breaking plants, car windows, house windows, garage doors when playing with a football, and climbing over neighbours' walls when playing.

- Removing bricks from pavements to make goal posts.
- Teasing neighbours' dogs and sometimes throwing stones at the dogs.
- Smoking dagga in the parks, corners of the streets and at the THOA sports field.
- Stealing small items like cellphones and play-stations from neighbours.
- Children vandalizing properties which are still under construction (throwing stones, spraying people's walls, breaking windows etc.).

Fidelity guards and the THOA staff cannot guard your children; parents need to take responsibility by ensuring that children are not misbehaving. The THOA requests your urgent assistance regarding this matter.

City of Tshwane Services to Thatchfield



The Thatchfield Homeowners Association (THOA) management and residents have been frustrated and disappointed when it comes to basic services rendered to Thatchfield by the City of Tshwane (CoT). As management we would like to say we truly understand the frustration you are going through because of the lack or delay in the delivery of basic services such as *water supply,*

electricity, keeping and fixing of the electrical boxes, fixing and replacement of street lights, repairing of potholes, regulation of speed-limits, installation of speed-humps, installing and fixing of road signs, and collection of refuse bins (waste removal).

There are some residents who insult and fight the THOA/ Fidelity staff members about the non-delivery of the above services. This is neither reasonable nor acceptable. The THOA office has a responsibility to ensure that the CoT delivers the general services like street lights, road signs, repairing of potholes etc. Property owners/ residents on the other hand have a responsibility to ensure that the CoT delivers on water supply, water metre fixing, electricity and waste removal in their private properties. The THOA management and staff as well as Fidelity staff have been working tirelessly contacting the CoT to bring these issues to the CoT attention, but the cooperation from the CoT has been disappointing. Since the

above-mentioned services are not provided by the THOA but by the CoT, instead of us fighting or working against each other in resolving these matters, let us rather work together and find ways to ensure that these services are delivered timeously as we indeed pay for these services.

Please use these contact details to make reports to the CoT about the various services:

customercare@tshwane.gov.za;
power failure (012) 339 9111;
electricity related problems (012) 358 9999;
domestic waste bins not collected (012) 358 9461/0592;
water related problems (012) 358 2111;
streetlights@tshwane.gov.za;
pothole@tshwane.gov.za or andreb@tshwane.gov.za;
traffic fines 012 358 7154;
Metro Police accidents reports (012) 358 7244/7114;
fire and medical emergency 10177/ (012) 358 2124/
(012) 310 6200.

If you are seeking intervention/escalation from the THOA or Fidelity staff with regards to the CoT services, kindly make sure that you provide the staff member on duty with the *Reference Number* you received from the CoT when you logged a call; also provide your *full address with stand number, street address, your name and surname, your contact number* so that we can investigate or make a follow-up on the progress and outcome of your complaint registered with the CoT.

Matric Valedictory service 2020

The Curro Thatchfield Matric Valedictory Service took place on Friday, 9 October 2020. The Grade 12's, dressed in full school uniform, attended school one last time before the start of their final examinations. As they entered the school hall with their parents, keeping to the strict sanitizing and social distancing rules,

it was time to reflect on a challenging academic year due to the Covid 19 pandemic. With the Executive Head, Mr. Danie van Schalkwyk, taking the lead and with the support of the Grade 12 teachers, learners were awarded for achievement in each subject the school offers in Grade 12. Stand-out learners were Fezeka Ncwane and Sameet

Keshav, with three awards each.

Next the learners received their Term 3 reports from their register teachers, after which they rang the ceremonial bell and left the hall with the rest of the school cheering them on, signalling the end of their school career. We wish the Curro Thatchfield Matrics of 2020 all of the best!

We are very proud of the below learners for receiving Academic Awards for 2020!



Kingsley Kwofie
Accounting



Niel van Schalkwyk
Afrikaans



Palesa Disenyana
Business Studies



Jared Singh
Computer Application Technology



Nicole Zimbodza
Consumer Studies and Geography



Sameet Keshav
Engineering Graphic and Design



Fezeka Ncwane
English and Life Sciences



Boikanyo Maswi
History and Life Orientation



Sameet Keshav
Information Technology and Mathematics



Junior Mlambo
Mathematical Literacy



Nicole Zimbodza
Consumer Studies