



Thatchfield NEWSLETTER



From the Board Chairman

I trust that you are all safe and well and that you are managing with our lockdown restrictions.

As you know a lot of us won't be comfortable using the biometric access control system for a long time to come, if ever. None of us could have envisaged how our lives would change due to the threat of COVID-19.

The access discs for your cars which we issued in a hurry were only meant to be used as a temporary measure until a more permanent solution could be found.

Our security committee has investigated numerous alternatives and they have come to the conclusion that we should revert to a card-based access system.

All of our biometric readers have a card reader located underneath; this is currently in use for the few people in our Estate who do not have fingerprints.

Everyone's details and photo was captured during the biometric

registration process so it would be easy to program and issue the cards with each resident's name, stand number, phase, and photo.

The printing and programming of all the cards will be undertaken by Amax, our access control provider. The first cards will be ready for issuing a few weeks from now.

The THOA will then distribute the cards to residents.

The cost of close to 5,000 programmed cards will be in the region of R400,000 and we will provide each household with 2 cards for free as a gesture of goodwill and appreciation towards our Thatchfield community. We are able to do this by achieving savings in certain areas and by reallocating some budget items which are not urgent.

Any additional cards required beyond the two free cards per household will be charged out at R100 per card. Members who earlier this

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year elected to obtain cards instead of the vehicle discs will be refunded the costs of their cards once they are returned to us.

Cards will not be issued to members who are more than R2,000 in arrears with their levy accounts - another reason why it is so important to stay up to date with your payments.

These levy defaulters will be treated the same as visitors at the gate. The guards will have to phone them on their cellphone and then they will have to press 1 to enter or exit the Estate.

Stay Safe, Stay Healthy.

Charles Lloyds Ellis
Board Chairman



HAS MOVED THEIR OFFICES

to accommodate their growing customer base, they are pleased and excited to inform you that they have expanded their office area and relocated to a larger and smarter office.

❖ New address started 25 March 2020:

FUTURUM BUILDING, BLOCK B, UNIT 1C, 251 LENCHEN AVENUE, DIE HOEWES

❖ Telephone, fax and email address remain the same

Tel: 012 644 1010/1009/1008

Fax: +27 12 644 1007

Email: administration@jmventerprop.co.za

The management and staff of JM Venter Property CC are looking forward to serve you with more motivation and enthusiasm from the new premises when they open for business after the compulsory lockdown.

The management and staff are currently operating from home. If you have any questions about the new location or queries, you can phone the following numbers:

| | |
|--------------------|--------------|
| Portfolio Manager: | 079 691 9196 |
| Accountant: | 079 885 3053 |
| Emergency: | 082 331 7669 |

From the Security Cluster

When the COVID-19 lockdown was announced by our national president on the 27th March our social lives and way of living were completely revolutionized. This COVID-19 lockdown has been tough on all of us and we at Fidelity Security share your frustrations about not being allowed to carry on with your life and business as usual.

Residents were issued with vehicle gate pass stickers to enable quick and hassle-free access control into or out of the Estate. For some reason, some of the residents do not want to display the stickers on their windscreen (as advised by the THOA when collected), thus putting unnecessary pressure on the security guards and causing traffic jams at the gates. All residents who do not want to use the fingerprint scanners are advised to get a tap card in order to gain access into the Estate.

Security is dealing with a lot of COVID-19 complaints. There are a lot of residents who refuse to obey the Estate rules as well as the COVID-19 regulations. We are all aware of the COVID-19 regulations, but still security is having to deal with the following incidents:

- Residents who refuse to display the vehicle gate passes on their windscreens and then shout or swear at the guards when they are denied access.

- Residents who pick up their visitors outside of the Estate and then bring them into the Estate, causing the Fidelity Security vehicles to stop their boundary-wall patrols just to escort the visitors out of the Estate. The same applies for contractors.
- Neighbours and friends inside the Estate who arrange birthday parties or get-togethers, disturbing the peace of the other residents.
- Residents and their visitors socialising in the parking areas in-front of the guardhouses.
- Residents who park their vehicles on the sides of the road inside the Estate and then socialise with their fellow residents.

All the above mentioned puts tremendous pressure on security. Such conduct also opens up gaps for possible threats to our Estate. Every time a guard has to respond to an unnecessary complaint, areas inside or outside our Estate are left unattended, thus making them vulnerable.

Thank you for your co-operation. I know that together we will make it safely through these difficult times.

Food Parcels Initiative



Moved by compassion, one of our own residents, Heidi Harford, thought of this idea of collecting food parcels as a way of helping out the guards in these difficult times. She realised that a lot of the guards are the breadwinners, and this was an opportunity to show our appreciation.

Heidi says: "The response from day one was such a blessing. The residents of Thatchfield opened their hands and their hearts. I was amazed at the goodwill, and I am very thankful and humbled."



THATCHFIELD ESTATE PANIC UNIT SPECIAL

24 hour armed
response

24 hour medical
response

Safe Entry for
residential
customers (Where
available)

Professionally
trained Armed
Response Officers

PSIRA registered
and compliant

Smart analytic
CCTV

While you enjoy the safety of living in a security estate, why not have the additional peace of mind that in an unforeseen security or medical emergency, you will have the assistance you require - by just pressing a panic button. 24 hour armed response and medical response – **when you need it most!**

SPECIAL

No charge for panic unit
No charge for installation
R199 per month
T&C apply

FIDELITY
A Member of the Fidelity Security Group
ADT
christinec@fidelity-services.com



From the Estate Manager's Desk

COVID-19 Epidemic - Security

The COVID-19 outbreak has placed a huge burden on our security personnel. Please note that the THOA office is receiving calls daily about residents not complying with the COVID-19 legislations as announced by our national president. Should residents see any breaches in the Estate please contact the SAPS hotline or phone 10111 to report these incidents.

Food Parcels for the Guards – Donation by Thatchfield Residents

When a Thatchfield resident came up with this idea I was humbled. Heidi Harford of Thatchfield Manor was the leader and motivator of this project. A total of 76 parcels were donated and handed over to our Fidelity security guards on parade. Their gratitude cannot be explained. Every guard came to express their appreciation. To Heidi and every resident who made this possible - thank you. Please read the short piece in this newsletter about the initiative.

Fibre within Thatchfield

A fibre role-out was done in Thatchfield Hills and Close. This project was finalized in December 2019. Currently the 'join age' percentage of residents making use of the fibre service is around 24%.

The feedback we received from Open Serve to continue with the installation of fibre in the other phases like Thatchfield Gardens, Glen, Manor, and Crescent is that there must be a total of 30% fibre customers per Estate phase.

Open Serve started with the trenching on the outer perimeter wall of Thatchfield Glen and Gardens. Due to the COVID-19 outbreak, the project stopped. Work will resume once regulations about such work change.

The fibre installed in Thatchfield Hills and Close is an open line. Residents can acquire the service of any fibre company with the best packages on the market. Please make use of this service as there are other phases waiting for installation.

Land Use Including Illegal Trading

No owner/resident may change the land use rights for which his/her dwelling unit has been zoned whether by way of rezoning or consent of Local Authority or in any other way without the written approval of the THOA. The THOA approval will, however, not be required for an application by an owner to obtain Duet rights on a RES 1 erven.

No business activity or hobby which causes a nuisance to the neighbours or is deemed a nuisance by the THOA may be conducted on a stand. Complaints regarding such activities must be directed to the local authority or Metro Police.

Telegram: THOA and Security Group

Residents are encouraged to join the security group and the THOA telegram group. This helps in ensuring that you are well informed about what is happening in our Estate. The following links should be followed:

THOA residents group:

<https://t.me/joinchat/HSYrJRy6n5GJBLNiNXOsQ>
Thatchfield Estate security group: https://t.me/joinchat/HSYrJRm5z_1IKRoPjhoMJA

THOA Office

Our offices remain closed. However, we are available for emergencies. Should you have any questions or need help please do not hesitate to contact me. I am still issuing vehicle disks and stickers. Should you need these you can whatsapp me the following information:

- Your name and surname
- Telephone number, Stand number, and Street address
- Your vehicle registration number.

We will first verify your details and notify you when to come and collect the disk at the THOA security office.

Safety Wear

Jogging, walking, and walking the pets are permitted as per COVID-19 regulations. Please wear your mask. No mask, no exercising.

I would also like to use this opportunity to inform you all that our Deputy Estate Manager did us proud and became the mother of a healthy son. We welcome baby Musa and we wish both Vuyo and Vusi all the best!

Regards,

Mossie Mostert
 Thatchfield Estate Manager

Naik's Kitchen

Naik's Kitchen is right next door! Their business idea is to free up time for the busy working families and have supper or lunch prepared for them – all that they need to do is pick up their orders, plate, and eat. The go-to dish and client favourite is the lamb bunny chow and samosas. These are especially popular in these cold winter days.

The recent COVID-19 outbreak has affected all facets of life. Naik's Kitchen decided to use the opportunity to serve the local community. They followed government regulations and were closed during Stage 5 of the lockdown; but when the country moved to Stage 4 they started operating, allowing residents to order and enjoy hot meals. They took additional measures to mitigate the risk for clients, with increased sanitization of equipment, utensils, and working surfaces.

Naik's Kitchen has seen an uptake in the number of new clients, with Mossie (the Estate Manager) now a regular client! Naik's Kitchen's vision is to become a household name in and around the greater Centurion area. This would allow it to generate employment for a few more staff members – and thus be able to give back to the community.





From the Editor's Desk

Welcome to this edition of our community newsletter. In this May Issue, we carry a lot of valuable information around security, finances, fibre, and other matters of general concern to us as residents. We would have wished to include a few 'Lockdown Diaries' in this edition but unfortunately we had too much information to share and we ran out of space. We will do so in the next edition.

If you have anything to share, please email me at: editor@thatchfield.co.za. (attention Alison Ziki)

Letters to the Editor

Dear Editor,

Can something please be done about the cats that seem to roam so freely around the Estate? The cats leave their waste everywhere, and it has become our chore to clean after them. I am allergic to cats and I feel that the THOA is not doing enough to safeguard us from these cats. Please do something.

Rozina Khumalo

Dear Editor,

Dog's Waste

May you please send a gentle reminder to the residents to clean after their dogs when they are walking or exercising

within the Estate, or even outside on the Brakfontein pavements. It is an eyesore and disgusting to come across such when walking or jogging.

Roaming cats

Can residents look after their cats please? There are cats that roam all over the Estate and do their business in our gardens and on our lawns. The message we want to convey is that whoever owns a pet should look after their pet and not expect us to clean after their pet for them. Thank you,

Pindi.

Response

We have addressed this issue countless times. Pets are the responsibility of

their owners. Cats are known for walking around as this is how they determine their territory. Cats are a nuisance to people who do not like their presence in their yards – they make noise at night, and they leave their excrement behind.

Should a stray animal, whether a cat or a dog, bother any resident the resident is within her/his rights to contact the SPCA and report the matter. The SPCA has the facilities to detain cats. The THOA can no longer go around catching roaming pets as we do not have the facilities to hold them in.

We need residents to take responsibility for their pets, please.

The Thatchfield Golf Course

COVID-19 continues to affect every facet of our lives. The Golf RSA/Club Managers Association and the PGA South Africa are the voice for golf clubs and they have attempted to re-open golf to the public on numerous occasions but with no success. The Association recently held a meeting with the minister of sport to propose a 'phasing in' approach to re-opening, with stringent safety measures. The plan was applauded by the minister himself and was therefore passed on to the National Command Council for further approval. Golf clubs around South Africa are anxiously waiting to receive feedback on the proposals.

Golf generates and contributes more than 29 billion rand to the South African economy annually, and employs close to 50,000 employees.



With golf providing safe open spaces, we really do hope to welcome golfers back to our beautiful facility, sooner rather than later.

Stay safe and positive.

Henk Buitendac
General Manager



We have space available for adverts.

Please contact Carien for details: **012 661 1952/admin@thatchfield.co.za**