



December 2024



Thatchfield

NEWSLETTER

IN THE SPOTLIGHT:

The Gautrain Bus Service Survey



As we prepare to break for the festive season, we are urged to please participate in the Gautrain bus service survey. The link to the survey is provided in this newsletter. Would it not make our lives a bit easier if Thatchfield Estate became one of the routes of the Gautrain buses and mini-buses? Let us make our voice be heard!

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All images are from www.thatchfield.co.za

From the Estate Manager's Desk

Thatchfield Estate had a busy year with a lot of challenges. City of Tshwane (COT) continues to disappoint when it comes to the delivery of services to our Estate. The infrastructure within our Estate belongs to the COT. Therefore, the maintenance and upkeeping thereof must be done by the municipality.

The THOA staff had to help with repairs where we could. We helped with potholes, stormwater drains, road maintenance, and water meter holes dug up for repairs by Tshwane. Residents' driveways were repaired by the THOA, as the quality of workmanship from Tshwane left some residents unhappy.

I have always been fair in my comments, and I must admit that there were also senior managers within the City of Tshwane Centurion Depo who went out of their way to assist the THOA when residents' complaints were escalated to them, issues at times getting resolved in a matter of hours.



Streetlights



Another huge concern raised by our residents was that of streetlights within our Estate not working. The THOA mails a list/spreadsheet to COT on a weekly basis. I also raise these concerns on all the Tshwane Metro Issues social groups, yet no action or commitment from Tshwane is received. The THOA is now

looking at installing solar panel lights within our Estate. This matter will be discussed at the next AGM.

Gautrain bus routes

Success has been achieved regarding the Gautrain bus services. After 4 years of meetings and requests, they are now willing to create a route to Thatchfield Estate. A link was provided, and residents are encouraged to go to the link and indicate their interest in such a service. The link is:

<https://survey123.arcgis.com/share/b9d1c7c6ff7e4172920f56017b33f851>

There is also an advert in this newsletter about Gautrain bus services. Please participate in the survey.

Upgrades at Olievenhoutbosch Sub-Station

In another development, the Centurion Electricity Depo received R10 million

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to upgrade the Olievenhoutbosch sub-station. The upgrading started in September and will be done in three phases. Finalization of this project is expected to be the end of March 2025. Thatchfield residents residing in Close, Hills and Ridge have already seen a huge improvement in power-supply reliability in the past 12 months.

Security and garden services



Thatchfield Estate also went out on tender for security and gardening services. Fidelity, which had served this Estate from inception, gave way to Invula Security Services. SSG Gardening Services was replaced by Quatro Gardening Services. Both companies started in July 24.

Guard houses, razor wire project



The THOA had minor repair work done to all our guard houses. Security gates were installed to protect THOA assets. Thatchfield Close, Hills, Gardens, and Glen also saw the introduction of handheld scanners at the gates to address peak time traffic flow. THOA undertook to install razor wire on all our perimeter walls. Crescent, Manor,

Glen, and Hills were the first to be done. It is expected that our team will finish the project by year-end.

Our boundary wall cameras continue to serve us well, and various arrests and preventions were made by our security team.

Robberies at our gates

In the past, Thatchfield experienced crimes like hi-Jackings and armed robberies in front of our gates, where residents were followed by criminals. Even non-residents visiting Thatchfield Estate have been victims. The THOA has come up with mitigations. Time delays have been introduced to our boom gates, meaning that the booms will close after a certain time has elapsed and robbers can no longer delay our gates by putting their hands in front of the eye of the boom sensors. Therefore, we have seen a significant drop in robberies, with none so far in 2024. Residents are again reminded that the boom gates will only stay open for eight seconds and automatically close thereafter.

Roll-out of pre-paid metres

Thatchfield Estate residents recently experienced a huge roll-out of pre-paid meters from City of Tshwane. Residents were also notified to upgrade their pre-paid meters as the software installed on the old pre-paid meter devices was outdated. Residents still experiencing issues with their pre-paid meters must phone Tshwane on 012-3589999 for assistance. Residents still on the monthly billing system will be attended to in future, as the pre-paid meters are a phased roll-out.

Closing dates for contractors

The THOA has already informed all contractors building in Thatchfield that they must be finished by **Friday 13 December 2024**. They will be allowed to resume their building activities from **Monday 13 January 2025**. Residents doing small household repairs like painting, tiling, roof repairs, and other small projects on their own will be permitted.

**A big thank you
to THOA staff and
Board Directors**



Finally, I would like to thank my THOA staff for their unwavering dedication and hard work this year. We faced many challenges in 2024. Your dedication, positive attitude, and commitment towards our residents was noted. We received many letters from satisfied residents and customers. Enjoy your festive season with your families and loved ones, and a merry christmas and a happy new year to you!

To our Thatchfield residents, thank you for your support and involvement in creating a safe and secure environment in our Estate. The love, respect, and words of encouragement shown towards me and my staff did not go unnoticed. Your phone calls were precious, and the conversations special. Merry Christmas to you all and your families. May you feel God's presence and love during this festive season.

I would also like to express my gratitude to the THOA Board of Directors for their continued support, dedication and leadership. It is an honour for me to be afforded the opportunity to contribute to the Thatchfield community.

May God protect you all during this festive season, and merry Christmas!

Kind regards,

Mossie Mostert:
Thatchfield Estate Manager
082 666 8259



From the Deputy Estate Manager

A call to parents to deal with misbehaving children within the Estate

Thatchfield Estate is experiencing a very serious challenge of misbehaving children. This matter is getting worse daily, and it poses a serious threat to residents. Most of the misbehaving children are teenagers. These teenagers are caught either playing football in the middle of the streets and hitting windows, roofs, and cars with their footballs or they are trespassing, jumping over the walls as a short-cut to their homes, removing bricks from pavements, and breaking pot-plants. They also have been knocking on doors and scaring residents who stay alone, and some have been caught bringing in drugs into the Estate. Other transgressions include smoking dagga in empty properties, vandalizing electricity boxes, spray-painting walls and street signs, and insulting and disrespecting security guards when caught.

'Without discipline, there's no life at all.'

— Katharine Hepburn

Residents (parents) need to remember that most of these actions can lead to criminal offences, as some residents who have been victims of these actions have opted to open cases with the South African Police Services (SAPS). This matter requires an urgent intervention from parents (residents) because the offences are increasing by the day. These children are putting their own lives and those of the residents of Thatchfield Estate at risk. My fellow parents, this is not just a THOA office matter, it affects everyone. I plead with you all to please instill discipline so that our children can behave.

Speeding within the Estate



Speeding within Thatchfield is still a serious concern as complaints are received by the THOA office on a daily basis about residents not adhering to our roads speed limit of 30 km/ph. Residents are urged to drive safely, and to be always aware that there are other road users, children, and pets on the road. Kindly refrain from speeding. Drive safely and save lives.

Noise pollution

During the festive season there will be many celebrations in our homes. The THOA pleads with residents to ensure that they are careful not to disturb the peace of others whilst having their celebrations. It must be noted that it remains a criminal offence to disturb the peace of your neighbours. Remember that the THOA rules are that:

- Other than assisting to enforce the Rules of Conduct, neither the THOA, nor the Estate Manager, his personnel, or security will get involved in any squabbles between different parties.
- Any noise above 6.5 decibels is considered a disturbance. Residents must address complaints of disturbances to the person causing such disturbances, or report to the municipality or SAPS.

I wish everyone a happy festive season and may God bless you all!

Cooperation requested

Taking care of our dogs



There are several complaints brought to the THOA office daily regarding pets, especially some dogs which are disturbing the peace of fellow residents. Some of the most frequently reported complaints that require the residents' urgent attention are the following:

- Dogs wandering around unaccompanied by owners, which poses a serious risk to fellow residents.
- Dogs chasing residents while jogging or taking a walk (and in some cases biting residents) because the gates were left open.
- Dog owners taking their dogs for a walk without any leash, which scares other residents who are taking a walk or jogging around the complex.
- Dogs wandering around the streets are at risk of being hit by cars.
- Owners not cleaning their dogs' droppings in neighbours' gardens and driveways.
- Dogs barking the whole day and through the night, which disturbs neighbours who work from home or who are trying to sleep.

The THOA Office cannot take responsibility of your dogs/pets. We encourage residents to register your pets, with current contact details and a picture, with the THOA office so that when something happens to your pet it can be easily identified.

Festive Season Security Tips

As the festive season approaches, we need to realise that living in an estate does not safeguard us against crime. The following are basic tips to assist you during this time:

- You can never be too careful when it comes to home security.
- You become an easy target when you leave garage doors, house doors, and windows open.
- Do not leave valuables near open windows or doors.
- Do not leave valuables inside your vehicle visible from the outside.
- Ensure that your garage doors are closed when not being used.
- Never leave duplicate keys or access cards in your vehicle.
- Day/night automatic light bulbs in the driveway will ensure that driveways are only lit at night.
- Do not leave tools such as ladders, picks, etc. outside as they can be used to break in.
- Never leave keys in the inside of an outer door that has glass panels near the lock.
- Should you have an alarm system, ensure that it is in working condition and is tested regularly.
- Stop newspaper deliveries whilst on holiday and ask a friend/ neighbour to collect your post.
- Inform your neighbours of your holiday plans and request them to keep an eye on your property.
- Ensure that your house has a visible and easily readable street number, should emergency vehicles have to respond.
- Have all emergency numbers at hand in case they may be required.

Kind regards
Carlen Roos
Thatchfield Home Owners Association

Gautrain Bus Service to Thatchfield

The Gautrain is currently conducting a demand survey in the Thatchfield area to assess the need for a bus/mini-bus route and to develop a robust business case for the same.

Your support in completing this survey would be immensely valuable to the Gautrain Management Agency. Their aim is to gather accurate data about the likely uptake of their services should they come to Thatchfield. Let's all please take time to respond so that as a community we can also enjoy the Gautrain bus service.

Please use the link below to participate:

<https://survey123.arcgis.com/share/b9d1c7c6ff7e4172920f56017b33f851>



The advertisement features a woman pointing towards a QR code labeled 'SCAN ME'. Above the QR code is the Gautrain logo. To the right, a sign reads 'Have your say Complete the Survey' with a list of services: 'All the affordable BRT and bus, the Gautrain midibus service offers a reliable, convenient, and cost-effective transport service'. Below the sign are images of a Gautrain train and a midibus. The background is a stylized map of the area.

Pets



On the 31st of December, people around the world gather to celebrate New Year with an array of sparklers and fireworks. Although this is great fun for kids and adults alike, it can be a night of hell for many of our furry friends. Animals are able to hear a wider range of sounds than humans can, the sound from fireworks is at least FIVE TIMES louder to them. The loud bangs may cause them to run away and seek shelter where they feel safe and secure. This often means that they escape from your property, which results in them getting lost or being accidentally killed as they run in front of cars.

We kindly request residents to please ensure that your pets are kept safe and secure during the festive period.

Here are a few tips to help ease your pets' stress during the festive season fireworks:

- If possible, during fireworks, keep your pets indoors with the curtains closed (try to keep dogs away from windows; they may hurt themselves jumping through a window).
- Switch on the TV or radio to provide some noise distraction.
- Get your pet a kitty cave, cuddle coil, or even its carrier to hide in.
- If you know that your pet will become very stressed through the course of the evening, chat to your vet about starting calming supplements a few weeks in advance and also ask about giving sedatives/ tranquilizers on the night.
- There are effective homeopathic remedies

Use a leash on your dog if you go for a walk to keep dogs from running off or attacking other residents.

If you are away on holiday, make use of a reliable pet sitter. Residents must please ensure that the pet sitter has an access card to the Estate. For more information, please contact the THOA office.

The THOA security experiences many problems with stray animals. Unfortunately, we do not have sufficient space nor resources to keep all these animals safe till they are reunited with their owners.

Please ensure that your pets are registered with the Thatchfield

available too. You should probably start your pet on a homeopathic solution a few days before the fireworks.

- Take your dog for a walk, feed your pets and provide ample water prior to the fireworks starting.
- Don't fuss over your pets during the fireworks. Stay composed and talk calmly to them, but show them that there is nothing to be frightened of.
- Give your pets a nutritious and balanced meal at night – this is likely to make them sleepier. Also, put familiar and comforting things such as toys, baskets, catnip toys, or chew toys around them to keep them preoccupied.
- Use a leash or carrier if you must go outside with your pet to keep them from running off, which is their common response to stress and fear.

Management Office. The Pet Registration Form is available from our website <https://www.thatchfield.co.za/wp-content/uploads/2024/12/Pet-Registration-Form.pdf>. The completed document together with a picture of your pet can be emailed to our office: admin2@thatchfield.co.za.

We advise that you put an identity tag on your pet so they can be reunited with you as the owner should they get lost. If owners do not collect their lost pets, the pets will be handed to the SPCA.

Don't forget:

- Ensure that your cat and dog have proper identification tags or microchips, and that your information is up to date. Your cat's collar must have an elastic insert.
- Dogs and cats are not the only ones to become stressed, also keep an eye on your pet birds and small animals and take them inside if possible.

The use of fireworks



The use of fireworks in the Estate is illegal. The National Police Commissioner warned citizens that fireworks fall under the Explosives Act, and that any person setting off fireworks without the permission of local authorities will be arrested and brought before a court of law. Let us be considerate and respect our neighbours and our pets, as the pets get traumatised by fireworks.

Thatchfield Golf Course



Dear Golf Course Members and Homeowners,

My name is Carel Buitendach, and I am honoured to introduce myself as the new General Manager of the Thatchfield Golf Course & Practice facility. I joined a few months ago and I am truly excited to be part of this exceptional golf facility.

As we wrap up an incredible year in 2024, I sincerely hope this newsletter finds you in great spirits.



A bit about my background

I served as the Golf Course Superintendent at Irene Country Club for 10 years. I then had the privilege of working at Sun City as the Superintendent. Returning to Pretoria, I took on the role of Superintendent at Centurion Country Club. Most recently, I was approached to manage this amazing golf practice facility, Thatchfield Golf Course.

Course Updates and Highlights

Rainfall at Thatchfield

This year, we've experienced lower-than-average rainfall during the rainy season. We remain hopeful for increased rainfall in the new year to further support the course's upkeep and natural beauty.

Golf Course Developments



For our golf enthusiasts, you may have already noticed some changes on the course, with more enhancements planned for 2025. Additionally, we will focus on implementing more cultural practices

on our greens and tee boxes to improve playability and aesthetics.

As always, we deeply appreciate your continued support and membership. Should you have any questions, feedback, or concerns, please don't hesitate to reach out to our team. Wishing you an amazing festive season filled with joy and relaxation. We look forward to seeing you soon.

Warm regards,

Carel Buitendach
General Manager
Thatchfield Golf Course

Exciting News!

We are thrilled to announce our collaboration with Light Works Services PTY LTD trading – **Bootlegger Thatchfield™**, located at Thatchfield Retail Centre.

Whether you're perfecting your swing at the driving range or enjoying a round on our stunning course, you can now grab a freshly brewed coffee, refreshing iced coffee, or a delicious snack to keep you energized.

Night Runs on the Course

We hosted our first-ever night run in October, and it was a resounding success! These events will continue every month, excluding December 2024. Stay updated on upcoming runs through our social media platforms—Instagram and Facebook. It's an event not to be missed!



From the Security Managers

It is that time of the year again and everybody cannot wait for a well-deserved break after a hectic year. However, before we all pack and go, there are a few points to take note of:

Access control



- Please make the necessary access arrangements for the people that will look after your property and pets while you are on holiday.
- You are responsible for the actions of any visitors that you allow into the Estate.
- Keep your gate access cards (if you have any) with you at all times and do not leave them laying around as they may fall into unsafe hands.
- If an access card gets misplaced or lost, please report immediately to the THOA to block the card.
- Please remember that if you experience any problems at the gate with entering or exiting the Estate, the access control guards cannot open the boom for a visitor or a resident. The problem will need to be reported to the THOA Control Room, and only the THOA controller can open the boom via the biometric system.

Holiday goers



- Please close/lock all your doors, safety gates, windows, and main entrance gates to keep uninvited guests out while you are away.
- Make sure all taps are closed and that 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.
- Please arrange someone to look after your pets, if you're not going to book them into an animal shelter.
- Please save the following numbers on your phone, in case you need to contact the THOA Security Control Room at any time. The security personnel are on stand-by 24/7.

Control room:

071 312 8628

Shift Manager:

060 855 3284

Reaction Officer:

082 797 4724

Fireworks



- For those of us who are staying home during this festive season, please keep in mind that no fireworks are allowed to be set off within the Estate.
- Please make use of demarcated areas as indicated by City of Tshwane should you wish to set off any fireworks

We wish you all a happy festive season, travel safely, and enjoy your well deserved break.

Thank you.

Pieter Koen
IQP Security Contract Manager

Johan Rossouw
IQP Admin/ Staff Development Manager

Pre-approved access codes for visitors

Are your visitors struggling with long queues at the Estate entrance gates?

- You as the Home Owner can now send pre-approved access codes to family and friends via the Thatchfield visitors link.
- To obtain the visitors link, send an email to admin2@thatchfield.co.za

- Your email **must** contain your 4 digit Erf/Stand number and Unit A or B, or your complex name and unit number.
- The pre-approved access codes will provide the guards with detailed information about where the visitor is going.

- These codes must not be sent to food delivery drivers or Uber/Bolt drivers or any courier drivers. They are strictly to be used for family and friends only.





*Wishing you and your family a restful
festive season, may the New Year bring
abundant blessings!*

PROUD SECURITY PARTNER OF  **Thatchfield**



www.imvula.net