



BASSONIA ROCK

NEWS LETTER

APRIL 2016

USE OF MACHINERY IN THE ESTATE

Kindly note that the mowing of lawns and the use of power tools, which may disturb neighbours, is **only** permitted between:

- 08:00 to 18:00 Weekdays
- 09:00 to 13:00 Weekends and public holidays.

EXCESSIVE NOISE AND ABUSE OF THE SECURITY PERSONEL

In the event that vehicles or residents make excessive noise, this must be reported to the Metro Police on 011 407 6111, or to the Nuisance and Noise Control Centre on 082 467 9434, and to the guards at the guard house, as all incidents must be recorded in the Incident book.

It was brought to the attention of the HOA, that some residents and visitors, verbally abuse the guards on duty. Please be patient, should there be a delay at the gate, the blowing of hooters does not alleviate the situation in any way, and adds to the frustration of everybody.

The booms have been extended to better monitor entrance to the Estate by pedestrians, it has also been noted that motorbikes were not adhering to the entry policy by entering the Estate unannounced in the case of visitors, or not using their remotes, in the case of residents.

The guards are there to monitor access to and from the Estate, and must be treated with respect at all times. Should any complaints be received, the relevant residents will be fined.

ELECTRICITY ISSUES

From 14 March to 18 March, 40 homes in the Estate were without electricity. A transformer had to be replaced in the Estate by the council. They first delivered the incorrect transformer, and due to the bad weather that week, there were numerous unforeseen problems. Our thanks to George, who fielded many calls from the irate residents and harassed the council to get the electricity up and running again.

Please note, that disruptions in the supply of electricity is a Council matter, and not in the hands of the Estate or the Estate Manager. Claims relating to loss of perishables or loss of income, must be raised with the Ekurhuleni Metropolitan Council, or your insurance provider.

GOOD NEIGBOURLINESS

Kindly refrain from hooting in the Estate. Request your guests to give you a missed call, or install an intercom or bell at your gate to allow entry into your property. Owners and visitors leaving or arriving in the early morning and late evening should consider their neighbours.

COMPLAINTS

In order to lodge complaints with the HOA, they have to be in writing, with your name and contact details. No anonymous complaints will be entertained. Your details will be treated as confidential. This decision has been taken, to keep adequate records of complaints received, and to provide the complainant with the relevant feedback.

ELECTRIC FENCE

All Owners who border on the boundary of the Estate, are requested to please clear all foliage that touches the electric fence as this causes sparking and damages the wiring. Your full co-operation in keeping the fence clear at all times will be appreciated.

DOGS IN THE ESTATE

The Barking of Dogs is an ongoing problem in the Estate, with their incessant barking. Take them for regular walks, and give them toys to play with, this will prevent them becoming bored and disruptive. Remember to take a plastic bag with when walking your dogs to pick up any “deposits” made by them.

CONTACT DETAILS

	<u>Contact person</u>	<u>Times</u>	<u>Contact number</u>
ASM	Rynhardt de Vos	08:00 to 17:00	072 611 9105
ASM	Guards	24 hours	011 432 0139
TAP-ON system		24 hours	079 699 1114
Coleman Properties	Gerhard Lombard	09:00 to 17:00	011 867 3773
Estate Manager	George Habib	08:00 to 17:00	071 889 9500
Ekurhuleni Metropolitan council			011 999 2100

For a full set of the Rules and Regulations of the Estate, and latest news, kindly visit <http://bassoniarockhoa.co.za/>