



Negester

ONRUS RIVER SOUTH

Information for Residents



Novem
Stella
Cura

www.negester.co.za



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BACKGROUND

Negester Onrusrivier South is an own title development, not liferight, consisting of 73 houses and 50 bachelors flats. The Care Center is a sectional title complex and together with the houses form the Homeowners' Association.

The houses consist of two and three bedroom houses ranging from 128m² to 256m². All the houses have two bathrooms and one or two garages. Most of the flats are 29m² in size and consist of a bedroom/lounge, small kitchen and a spacious bathroom.

The Homeowners' Association has a Constitution and a set of House Rules. Negester Onrusrivier South is managed in accordance with the provisions of the Constitution as supplemented by the House Rules. A Board of Trustees look after the interests of the owners in Negester Onrusrivier South. The day-to-day management tasks of Negester Onrusrivier South are entrusted to the estate manager, his assistant, and the maintenance manager.

The Board of Trustees of Negester Onrusrivier South has outsourced the catering and cleaning services as well as the care services to two independent service providers. These service contracts are reviewed every three years.

BACKGROUND



Feedem is the service provider that takes care of the catering needs and cleaning services. Feedem is also available for catering for any private functions. Residents can discuss their catering needs with the Feedem Manager.



Novem Stella Cura (NSC) is the service provider that takes care of all the care needs of the residents. To ensure quality service and responsible care, all NSC professional staff, registered Nurses, enrolled Nurses and enrolled Nursing Assistants, are registered with the South African Nursing Council.



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All staff, including the caregivers, strictly adhere to the National Scope of Nursing Practice Guidelines. Home care is available in all the homes and from short-term temporary services to 24-hour long-term care can be provided in the homes.

Each resident in Negester is assessed by the Care Manager prior to occupation. An once off assessment fee is payable.

When a resident requires a service, a care plan is compiled for the specific resident.

A quote for the service is prepared and upon acceptance of the quote, the service is provided to the individual resident. Fees are payable monthly in advance.

SERVICES AVAILABLE TO HOME OWNERS

1. Panic button and Keys

Each house is equipped with one mobile panic button. If a resident require more than one panic button, additional panic buttons can be obtained at a fee. The panic button is linked to the Care Centre in the development. When a resident presses the panic button, NSC staff respond by visiting the house and attending to the needs of the resident. It is the responsibility of each resident to regularly test the panic buttons to ensure they are in working order.

It is also important for each resident to ensure that there is a set of keys to their house securely kept at the Care Centre to enable staff to access the house in case of emergency.

2. Emergency Calls

Each resident is entitled to two free emergency calls per month.

3. Clinic Visits

Each resident is also entitled to visit the clinic where services are provided free of charge to residents. Only consumables are payable by the resident when services are rendered at the clinic.

4. Meals - Houses

There are no compulsory meals included in the levy / rent of the houses. Residents must book their meals at least one day in advance. Meals are provided on a "pay-as-you-go" basis and are billed monthly in arrears for the meals consumed. Meals are billed on the houses' levy / rent invoices. Menus are sent out weekly via email and WhatsApp. Hard copies are always also available in the dining room.

5. General

Owners pay a monthly levy to the estate, as well as municipal rates and levies, and are also responsible for the maintenance and upkeep of their properties. It is also the owner's responsibility to insure the property.

A person of any age or a legal entity may own property in Negester, but one of the permanent residents of the property must be over 50 years old. Houses may be rented out.

Cleaning services are also available to residents. Contact the Feedem manager for details to make arrangements.

CARE SERVICES

Ad hoc services - short-term

These services are provided at irregular intervals when the resident needs it, but the need does not yet exist to have someone with the resident full-time.

A typical example of this is where a resident has a wound that needs to be cared for from time to time, or needs help showering, dressing, making the bed, washing hair, or needs someone to walk with the resident.

Another example is where the resident's primary caregiver, for example, needs to go to town to do shopping or has other matters to attend to and someone is needed to attend to the resident's needs for that shorter/interim period. Billing is based on the time spent with the resident plus any consumables used for the resident.

Rates are per shift. A shift is calculated based on the number of hours the caregiver spends with the resident.

Rates for Sundays and public holidays differ from the rates for Mondays to Saturdays and are calculated according to the provisions of the Basic Conditions of Employment Act.



LONG-TERM CARE SERVICES

This service is provided to residents who require a caregiver to assist and care for them on a daily basis. The duration will be determined by the Care Manager in consultation with the resident's family/next of kin. The amount represents the cost per month for a daily service for the number of hours, Sundays and Public Holidays included.

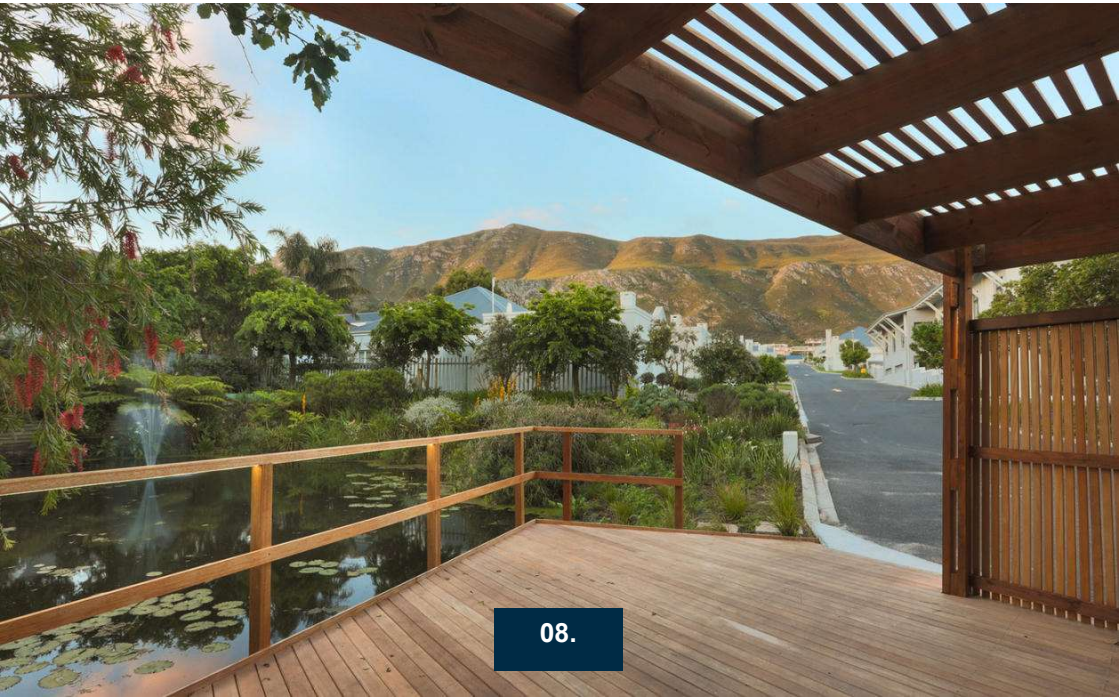


CARE CENTER

- As mentioned above, the Care Centre consists of 50 bachelor apartments ranging in size from 27m² to 70m². Most apartments are 29m² in size. Each flat has a small kitchenette, living/bedroom, and a spacious bathroom.
- In addition to the apartments, the Care Centre also houses several other areas. These include a dining hall, library, bistro-restaurant/function room, communal lounge, sitting and dining room for those needing high care, clinic, and hair salon.
- All residential units in the Care Centre are registered for frail care purposes. This means that residents can always stay in their units. As resident's care needs increase, higher levels of care are provided to them in their units.

CARE CENTER

- Each resident is thus cared for in the luxury of a private suit.
- The stay in the Care Centre consists of two components, namely a accommodation component and a care component.
- The accommodation component consists of a rental or levy, depending on whether the resident is a tenant or owner.
- The rent/levy includes the following:
 - Daily three-course lunch. It operates on a "use-it-or-lose-it" basis.
 - Cleaning of the flat, once a week.
 - Washing of a maximum of 10kg of laundry once a week.
 - Water usage
 - Unlimited internet access
 - Library
 - Clinic services in the clinic.
- Breakfast and dinner are available on request and operate on a "pay-as-you-go" basis. Prior arrangement is necessary.
- Guests are welcome to join residents for lunch with prior arrangement with the kitchen.



CARE SERVICES IN THE CARE CENTER

Each resident is assessed by the Care Manager prior to occupancy and a care plan is compiled based on the assessment. An once off assessment fee is payable.

There are three basic categories in which residents are classified in the Care Centre:

1. Basic care

This resident does not require any assistance and is 100% self-sufficient in terms of daily living needs.

2. Assisted care

This resident requires assistance to a greater or lesser extent with all daily living needs. Assistance of up to two hours per day is provided to the resident.

3. Frail Care

More than two hours per day are spent on the resident and are applicable to people who are basically unable to do anything for themselves due to medical conditions that include Dementia, Alzheimer's and Parkinson's disease.

What service is required is determined by the Care Manager after assessment of the resident. The recommended service is discussed with the family and next of kin after which a quotation for the recommended service is provided. As a resident's health improves or deteriorates, the care package can be adjusted downwards or upwards.



HOUSE RULES

INTRODUCTION

The Negester Onrusrivier South estate, hereinafter referred to as Negester, was developed to create a safe way of life and a pleasant and peaceful environment of togetherness. The framework to implement this is contained in the Negester constitution. In addition to this, the practical organizational and also the behavioral and societal frameworks for residents, visitors and all employees are set out in these House Rules.

PRACTICAL / ORGANISATIONAL

Traffic

- All traffic must at all times maintain the speed limit of 20 km/h and drivers must drive with the utmost caution so as not to pose a risk to pedestrians. Right of access must be granted to pedestrians at all times.
- Towing vehicles, for example boats and caravans and also golf carts, may only be stored in garages.
- Parking on lawns by residents or visitors is prohibited at all times.
- Parking under the shade nets at the Negester Care Centre belongs to private individuals and is for the use of the owners only.
- The parking spaces in front of the Negester Care Centre are reserved for visitors and no staff members of Negester or of service providers to Negester may park there.
- Please obey the one-way streets. We do not have traffic police who will fine offenders. This is therefore an appeal to obey the traffic rules.

Environment

- No more than 5 garden pots may be used in front gardens.
- The Board of Trustees will ensure that all lawns are mowed regularly.
- Owners are kindly requested to beautify the gardens in front of their houses, especially if the house is rented out. Because there are no boundary fences and houses are located close to each other, one unkept garden without beautiful shrubs or flowers greatly distracts from the entire environment and the character of Negester. Garden gnomes and fairies in the front gardens will only be allowed with the permission of the Estate Manager
- No external alterations of any kind such as the construction of canopies, gates and pergolas, or the painting of buildings may be made without the permission of the Board of Trustees. In this regard, see Clauses 6.7 and 9 of the Constitution.

- Please ensure that your own or guests' vehicles do not leak oil or brake fluid.
- Mechanical repair work on cars may not be carried out in public areas, including driveways.
- The sewage system works with septic tanks. No foreign objects or chemicals may therefore be flushed down toilets.
- Solar panels may be installed on the roofs of houses. No generators are allowed in Negester.

Household waste

- **Houses:** All waste, whether household or garden waste, must be stored out of sight and placed in black municipal garbage bags or in a "wheelie bin" on the sidewalk for removal every Tuesday before 09:00.
- **Apartments:** All waste must be placed in a bag in the hallway before 09:00 each morning for removal.
- **Frail Care:** Waste removal takes place daily and will be collected from the apartments.

Pets

- Pets are limited to two dogs or two cats or one of each per home.
- No birdcages outside are allowed.
- No pets may be kept in the Care Center.
- Dogs
 - Stray dogs are not permitted under any circumstances.
 - The persistent and disturbing barking of dogs, especially when the owner is not home and the dog(s) are confined to the house alone, is completely unacceptable.
 - Any damage or mess caused by dogs in the common areas must be picked-up by the owner.

General

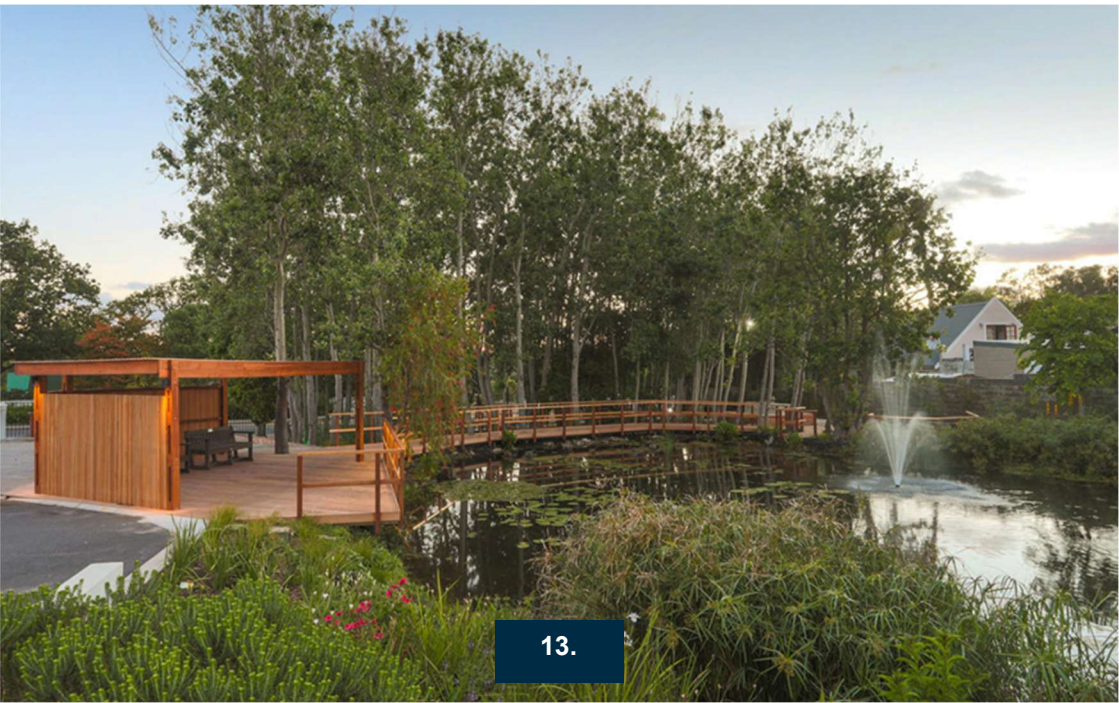
- No fireworks are allowed to be set off in Negester.
- No firearms, including airguns may be discharged except in a serious incident of self-defense.
- The Board of Trustees contracts a security company for general security in the Estate. However, owners are responsible for the security systems of their homes and for the security of their own property. Even though we live in a security area, doors and windows must be locked at appropriate times.
- The staff of Negester are in the service of the Home Owners Association and are therefore not permitted to do work for residents during office hours. Exceptions can be made if agreed in advance with the Estate Manager.
- It carries risks to feed wild animals. Please do not do this in Negester.
- Owners are entitled to make use of the following services which are provided by the contracted service company:
 - Lunch can be booked to enjoy in the dining room or to be taken away according to a procedure decided by The Board of Trustees from time to time.
 - Contracting for staff for the cleaning of houses and/or laundry and ironing to be arranged with the Feedem Manager.

GOOD RELATIONS

- No laundry of any kind which is hung up to dry is to be visible from the road.
- Disturbing noises:
 - Unacceptable disturbances and inappropriate noise are not permitted.
 - Noisy machinery such as power tools and lawnmowers may be used at all times, with consideration for the neighbors.
- Silence must be maintained every day from 22:00 to 08:00 and on Sundays all day.

NEGESTER CARE CENTRE

- Gas and/or electric stoves, washing machines and candles may not be used in the apartments of the Negester Care Centre.
- **Laundry:**
 - Once a week laundry is washed, dried and ironed.
 - A maximum of 10 kg per week is allowed.
- **Cleaning:**
 - Apartments are cleaned once a week.
 - Cleaning refrigerators and washing dishes is the resident's responsibility.
- **Catering:**
 - Basic care and assisted living:
 - a. Lunches are served in the dining hall and are included in the monthly charges/rent.
 - b. Breakfast and dinners are served on request at an additional cost.



KEY CONTACT NUMBERS:

Estate Manager:

Tel: 028 316 3661 / 081 534 5604

Email: elmarv@negester.co.za

Health Care Manager:

Tel: 028 316 3661 x 101

Email: caremanager@negestercare.com

Feedem Manager:

Tel: 028 316 3661 x 103

Email: negester@feedem.co.za



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