



# Negester

ONRUS RIVER SOUTH

## Information for Residents



Novem  
Stella  
Cura

[www.negester.co.za](http://www.negester.co.za)



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## BACKGROUND

Negester Onrus River-South is an Own title development, not Life Right, consisting of 73 houses and 50 bachelor's apartments. The apartments are a sectional title complex and together with the houses form the Masters Homeowners Association. The residential units consist of two- or three-bedroom houses ranging in size from 128m<sup>2</sup> to 256m<sup>2</sup>. All houses are equipped with two bathrooms and one or two garages.

The Masters Homeowners Association has a Constitution and a set of House Rules. Negester Onrus Rivier-South is managed in accordance with the terms of this constitution as supplemented by the house rules.

In terms of the terms, there is a Board of Trustees responsible to look after the interests of the owners in Negester Onrus River-South. The day-to-day management tasks of Negester Onrus River-South are entrusted to the Estate Manager, his/her assistant, and maintenance manager.

The Board of Trustees of Negester Onrus River-South has contracted the catering and cleaning services as well as the care services to two independent service providers. These service contracts are reviewed every three years. The Board of Trustees may either extend the service contracts or appoint new service providers if the service delivery of the independent service providers is not up to standard.

## BACKGROUND



Feedem is the service provider responsible for catering and cleaning services. Feedem is also available for catering for any function. Residents can discuss their catering needs with the Feedem Manager, Sjarlene Scott.



Novem Stella Cura (NSC) is the service provider responsible for all the care needs of the residents.

Home based care is available in all houses. Services can range from temporary short-term care to 24-hour long-term care provided in the houses.

Every prospective resident of Negester is assessed prior to occupation by the Care Manager. An assessment fee is payable.

When a resident requires a specific service, a care plan is drawn up for that resident. The care service for the resident is specifically tailored to the needs of the individual resident.

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

The services available to house residents are outlined below.

# SERVICES AVAILABLE TO HOME OWNERS

## 1. **Panic button and Keys**

Each house is equipped with one mobile panic button. If residents require more than one panic button, additional panic buttons can be obtained for 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 so that staff can 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. Home 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 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 a property in Negester, but one of the permanent residents of the property must be 50 years and older.

Houses may be rented out.

Cleaning services are also available to residents. Contact the Feedem Manager for details and 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

Long-term care services are for residents who require a caregiver daily to assist and care for them. The time intervals will be determined by the Care Manager in consultation with the residents' family/next of kin. The amount represents the monthly cost for a daily service for the number of hours, including Sundays and public holidays.

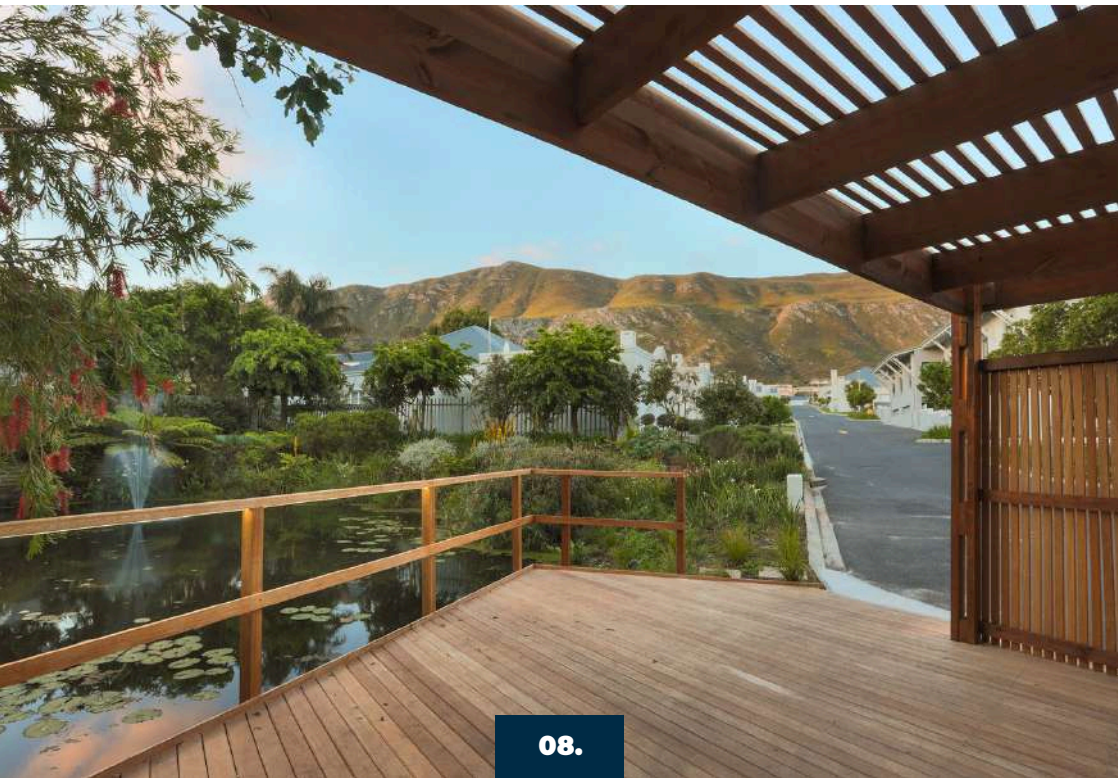


## CARE CENTRE

- As mentioned before, the Care Centre consists of 50 bachelor apartments ranging in size from 27m<sup>2</sup> to 70m<sup>2</sup>. Most apartments are 29m<sup>2</sup> 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 residents' care needs to increase, higher levels of care are provided to them in their units.
- Each resident is thus cared for in the luxury of a private suite.

# CARE CENTRE

- Accommodation in the Care Centre consists of two components, namely an 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 average rent for a 29m<sup>2</sup> unit is approximately R13,300 to R15,500 per month and the average levy is approximately R8,000 per month.
- 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.
- Guests are welcome to join residents for lunch.



# CARE SERVICES IN THE CARE CENTRE

Every prospective resident of Negester is assessed by the Care Manager before occupation and categorized accordingly. An assessment fee is payable.

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

## **1. Basic care**

This resident requires no additional care and is fully self-sufficient in terms of daily life needs.

## **2. Assisted care**

This resident requires assistance to a lesser or greater extent with all daily life 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 such residents and applies to people who are no longer able to apply basic care to themselves due to medical conditions including Dementia, Alzheimer's, and Parkinson's disease.

The service required is determined by the Care Manager after assessing the resident. The recommended service is discussed with the family and next of kin, after which a formal 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

Negester Onrus River-South, hereafter referred to as Negester, has been developed to provide a safe and peaceful community orientated environment. The framework for this forms part of the Negester Constitution. In addition to this, the practical organisation necessary for community living for residents, visitors and all workers is set out in these House and Conduct rules.

## PRACTICAL / ORGANISATIONAL

### Traffic

- All traffic at all times must maintain a speed of no more than 20 km/h, and drivers must proceed with great care for the safety of pedestrians. At all times right of way must be given to pedestrians.
- Trailers, boats and caravans as well as golf carts must be stored in garages.
- Parking on grassed areas by residents or visitors is forbidden at all times.
- The parking under car ports on the North side of the Care Centre belongs to private individuals and is only for the use of owners.
- The parking places in front of Negester Care Centre are reserved for visitors and no Negester personnel or suppliers are allowed to use this space.
- Please observe the one-way street. We do not have traffic police to fine you so this is a call for good neighbourliness.

### Environment

- No more than 5 garden pots may be visible in front of the houses.
- The Board of Trustees is responsible for the regular cutting of all grassed areas.
- Home owners are kindly asked to develop a garden in front of their houses – this applies to tenanted properties as well. Due to the houses having no boundaries between them, ne uncared garden without flowers or shrubs can spoil the surroundings and the character of Negester. Goblins and fairies in the front gardens are not allowed without the permission of the Estate Manager.
- Owners must obtain written permission from the Board of Trustees before they may sink a borehole on their property.

- No external alterations of any kind, for example shelters, gates and pergolas or painting of houses may be done without obtaining permission from the Board of Trustees. See Clauses 6.7 and 9 of the Constitution in this regard.
- Please make sure that your car, or of your guests, does not leak oil or brake fluid.
- Mechanical repair work on cars may not be carried out in public areas, including driveways.
- The sewerage system operates on the basis of septic tanks. No strange objects or chemical products should be flushed through the toilets.
- Solar panels may be fitted on house roofs providing these lie flat against the roof panels. Generators are not allowed to be used in Negester.

### Household refuse

- **Houses:** All refuse, whether household or garden refuse, must be stored out of sight and put out for collection before 09H00 every Tuesday in either “wheelie bins” or municipal refuse bags which must be put out in the driveway.
- **Flats:** All refuse must be in a bag and placed in the passage before 09h00 for collection every morning.
- **Frail Care:** Refuse removal is done daily and staff will collect it from the rooms.

### Pets

- Animals are limited to two dogs, or two cats, or one of each.
- No external birdcages are allowed.
- Pets are not allowed to be kept in the flats.
- Dogs
  - Large dogs (from ground to back no more than 40cm) are not allowed.
  - Under no circumstances are free running dogs allowed in the public areas.
  - The continuous and disturbing barking of dogs, especially when the owners is not home and the dogs are locked in and alone, is totally unacceptable.
  - Any damage or mess due to dogs in the public areas must immediately be attended to by the owner.
  - Dogs and cats must have collars with nametags bearing the owner’s name, initials and telephone number.

## **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- protection.
- The Board of Trustees contracts with a security company for the provision of general safety on the estate. Owners are personally responsible for the security systems in their houses and for the security of their own property. Even though we live in a secured area, there are specific times when doors and windows should be locked.
- The Negester Staff are in service of The Homeowners Association and are therefore not allowed to work for residents during office hours. Exceptions can possibly be made by prior arrangement with the Estate Manager.
- There are inherent risks in feeding wild animals and birds. Please do not do this in Negester.
- Householders are entitled to make use of the following services which are provided by the contracted service company:
  - Lunch can be ordered 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.

## **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 unseemly noises are not allowed.
  - All motor vehicles and particularly motorbikes must be fitted with effective silencers.
  - Noisy machinery, for example, power tools and lawnmowers must always be used with consideration of your neighbours.
- Please let silence prevail every day from 22h00 to 08h00 and all day on Sunday.

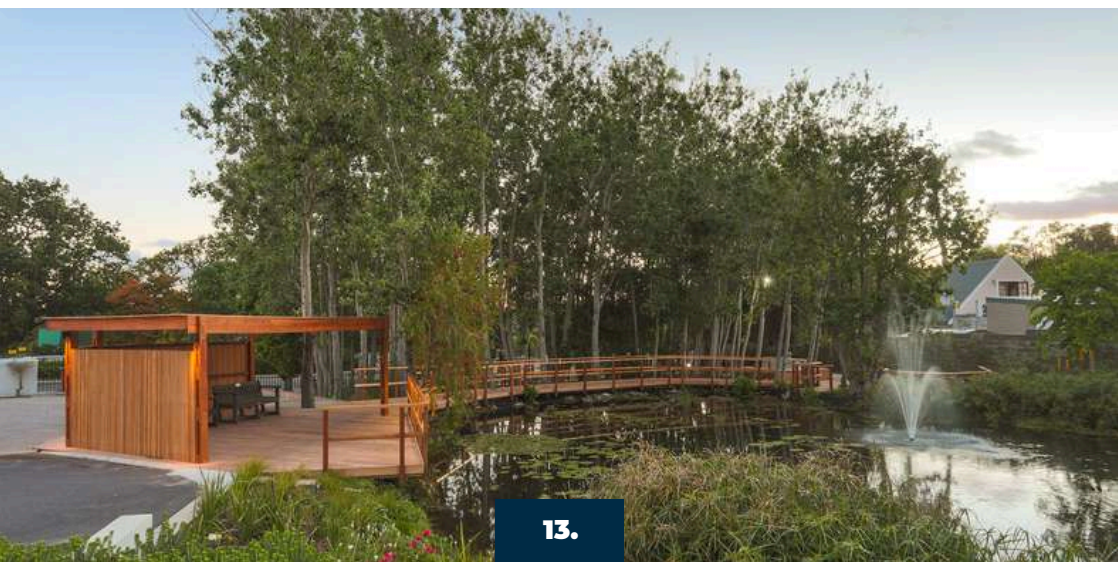
## **NEGESTER CARE CENTRE**

- Gas and or any electric stoves, washing machines and candles may not be used in the flats in the Care Centre.

- **Laundry:**
  - Once a week laundry is washed, dried and ironed.
  - A maximum of 10 kg per week is allowed.
- **Cleaning:**
  - Flats are cleaned once a week.
  - The cleaning of fridges and washing of crockery is the responsibility of the residents.
- **Catering:**
  - Basic care and assisted living:
  - Lunch is served in the dining room and the cost is included in the monthly levy / rent.
  - Breakfast and supper are served in the dining room at additional cost.
    - Lunch is served in the dining room and the cost is included in the monthly levy / rent.
    - Breakfast and supper are served in the dining room at additional cost.
  - Frail Care: - three daily meals are served in the rooms and the cost is included in the monthly levy / rent.

## DISCIPLINARY ACTION

- The following procedure applies for the implementation of disciplinary steps:
  - a. Written warning
  - b. Monetary fine
  - c. Substantially higher monetary fine
- All disciplinary steps will be handled with care, consideration and ratification by the Committee.



## KEY CONTACT NUMBERS:

Estate Manager:

Tel: 028 316 3661 / 081 534 5604

Email: [elmarv@negester.co.za](mailto:elmarv@negester.co.za)

Health Care Manager:

Tel: 028 316 3661

Email: [caremanager@negestercare.com](mailto:caremanager@negestercare.com)

Feedem Manager:

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