



Residents Info Pack
Onrusrivier South



Care Services		
Care Manager	Sr Julliane Bacon	028 316 3661 Extension 101
Sister	Hannalie Visser Petronella Miel Lientjie Horn	028 316 3661 Extension 104 / 081 447 4863
Staff Nurse	Letitia Adams	
Admin manager	Charleen Pretorius	028 316 3661 Extension 100

Emergencies

Every house has a mobile panic button which should be worn at all times. Press the button in case of emergency.

The panic button works with a battery and regular checks are required to ensure that it will work in case of an emergency.

To test the panic button, first call the Nurse on duty on 028 316 3661 Extension 104 and confirm with her that the alarm sounds when you press the button.

Make sure that there is a spare key to your house with the Sisters to ensure access in case of an emergency.

Various individual care services in the houses are available. Make an appointment with the Care Manager if there is a need for such a service. The list with associated costs is attached - Negester Health Care Services.

Safety and Security

Security Gate		
Extension 107	028 316 3661	028 316 3658

There are two gates at the entrance:

- **Left:** For residents who have a remote control to open the gate.
- **Right:** Visitors must use this gate which is controlled by Security.

Receiving Visitors

For access control and security, the following arrangement applies:
When a resident expects visitors, whether family, friends or deliveries, Security will inform them of arrival in advance. Security must check in with the resident by phone before visitors are allowed in. Domestic helpers and garden workers must also be reported by phone before the person is allowed at the gate.

No Answer, No Access!

Traffic Control

The road around the development is known as Negester Crescent and the cross roads are 1st to 4th Lanes.

Negester Crescent is a one-way road left around the development. The speed limit is 20 km/h and must be strictly adhered to. Be careful not to exceed the speed limit when driving on the downhill section of the Crescent.

Cars must park on the left side of the road.

Contact Details - Feedem Manager		
Sjarlene Scott	028 316 3661 Extension 103	negester@feedem.co.za

Menus for the week are distributed by email and per WhatsApp. If you want to be on the menu distribution list, send an email request to negester@feedem.co.za. Visitors are welcome to join for lunch. Feedem only prepares meals for the number of people who have ordered; therefore it is important to order meals timeously.

Placing orders

Tuesday to Friday: Order before 12:00 the previous day.

Saturday to Monday meals: Order before 12:00 on Friday.

Payment

The cost of all meals will be invoiced with your monthly Negester levy account or rental invoice.

Make sure you sign for each meal to avoid disputes.

Price of Meals		
Standard meal	Monday - Saturday	R45
Standard Meal	Sunday	R75
Delux Meal	All week	R85

Lunchtime takeaway meals

Please drop off your own containers for takeaways, clearly labeled with your name, before 11:00. Takeaways to be collected from 12:00 onwards. Please note that kitchen staff won't be able to attend to telephone calls between 12:00 and 13:30 due to service in the dining room.

Bistro

Light meals and coffees are available daily in the Bistro. Free coffee and Tea every day at 10:00 and 15:00 in the lounge in the Care Centre. Cappuccinos and other hot drinks options are available daily at R20. The cost hereof will also be charged to your levy account or rental invoice.

Private Function Catering

Feedem caters for private functions in the dining room, the Bistro or on the deck. A venue fee of R15 per person will be charged for any private functions held in the dining room or the Bistro if you are not making use of Feedem's services. The venue fee includes cleaning of crockery and cutlery, table cloths and the venue after the event. Staff on duty during such a function will be at additional cost. Negester's cutlery and crockery are for the use of residents of Negester. If additional crockery or cutlery are needed for your event, these will have to be hired in and fully paid for in advance.

Cleaning Services

Feedem also provides cleaning services at a cost of R60 per hour per cleaner. A cleaner must be booked for a minimum of 2 hours, and a maximum of 4 hours. Contact the Feedem manager two days in advance to arrange cleaning services. The cleaning materials are not included in the cleaning service. Feedem can not guarantee the same person every time. Cleaning is limited to ordinary domestic cleaning, and excludes cleaning outside areas, such as patios and driveways, as well as washing of walls and windows - whether inside or outside. Arrangements need to be made for hanging out of washing and does not form part of the service.



Electricity

Electricity

Negester receives electricity directly from Eskom and not from the Municipality. Electricity supply to the houses works on a pre-paid purchasing system. Every house has a pre-paid meter next to the distribution board. The meter indicates the available units. Eskom uses independent service providers to facilitate the purchasing of electricity. Edison Power is Negester's service provider.

The buying of electricity can be done at the following locations:

- The Office
- Checkers
- Pick n Pay
- Via your bank or on your mobile banking app making use of the meter number indicated on your pre-paid meter box.

We are aware of some problems with the purchasing of electricity via online banking or banking apps. There are certain houses' meters that do not allow for electricity to be purchased directly from the bank or banking app. Residents who have any problems buying electricity are welcome to buy electricity from the office. The cost is the same everywhere.

The cost of the first 400 units purchased per month amounts to R3.36 per unit, regardless of which date it is purchased. From unit 401, the cost is R3.89 per

Back up power supply

Each resident is responsible for making their own provision for standby power during load shedding. There are a number of different service providers installing inverters or solar systems. However, please note it is important to check that your service provider is correctly registered and able to provide a Certificate of Compliance (COC) after the work has been completed. If a backup power device is connected to the distribution board residents are required to present the Certificate of Compliance (COC) to the office.



Home ownership & Maintenance

Home Maintenance

Negester's homes are free standing full title properties. This means that the maintenance and upkeep of the property is the owner's responsibility.

If an owner would like to paint the the exterior of their home, the estate sanctioned paint color must be used. Contact the office for details on the paint colour and for assistance with quotations, service providers, etc.

Gardens

Negester South Estate has two natural springs that flow into the pond at the deck. The gardens and lawns are irrigated from the dam and no Municipal water is used. The lawns are mowed once a week in the Summer months (August – April). In the Winter months (May – July) the grass is mowed every second week. In August, the lawns are cut very short and fertiliser is applied. Each resident is responsible for the upkeep and maintenance of flower beds in front of their homes. There is a garden maintenance committee in charge of landscaping of common areas. Residents are to please abstain from pruning trees or landscaping the common areas themselves.

Garbage Disposal

The garbage is removed every Tuesday by the Municipality.

Garbage bags must be put out on the sidewalk in front of your house before 07:30 on Tuesdays. Bags for recyclable material are delivered to the houses by Moses and Sam. Contact the office for extra recyclable bags.

Proof of Address

Proof of address letters can be obtained from the office.

Postal Address

P.O.Box 490
Onrus River
7201

Mail is collected every Tuesday and Thursday.

It gets sorted in the office and placed on the mail shelves opposite the office of the Estate Manager in the Care Centre. Residents who still receive mail are responsible for collecting their mail themselves.

DSTV

A commercial DSTV package is available at R395 per month for "Single View" and R510 for Explora. Please contact the office to sign up or for more details.

Real Estate

The care centre is currently full and there are no houses or apartments for rent or sale. Those interested are welcome to contact Elmar van Tonder to be placed on the waiting list or to get information about available properties or valuations.

Incident Reporting

If you want to bring something to the Estate Manager's attention, please report it as soon as possible. Delayed complaints can hinder efficient and effective investigations. Details can be sent to elmarv@negester.co.za or negestersuid@gmail.com.

Board of Trustees

Chair Person	Johan Koekemoer		
Trustees	Johan Marx	Jacques Engelbrecht	Daan van Vuuren
	Illza Perold	Gerard van der Straaten	Ian Ormiston

Bridge Club

Come play along. Every Thursday and Friday. In the Bistro from 14:00 – 17:00.

Book Club

Every second Monday of the month. In the Bistro from 15:00 – 16:00.

Bible Studies

Tuesdays at 10:00 in the Boardroom. Wednesdays at 09:30 in the Boardroom.

Hair Salon

Hairdressing services available at the salon in the Care Centre. Contact the office for details.

Free Transport Schedule

Every Wednesday

Departure times as follows:

- 10:00: Negester to Whale Coast Mall
- 11:30 : Whale Coast Mall to Negester
- 10:30 : Negester to Whale Coast Mall
- 12:00 : Whale Coast Mall to Negester
- 14:00 : Negester to Hermanus town
- 15:30 : Hermanus town to Negester

Events and activities

Keep an eye out for notices about regular events, talks, socials and entertainment. Residents are also encouraged to share suggestions with the office of community enriching ideas or events.