

gh2
THE VILLAGE OF
GOLDEN HARVEST TWO

A-Z INFORMATION BOOK



Activities

- Details and news about bowls, bridge, dominoes, entertainment, Harvester Ants, movies, seniors' gym, snooker, slide and video shows, knitting circle, special events, Harvest Inn Restaurant and more, are displayed on two Notice Boards – one outside the library, one at the Harvest Inn, and in the Harvest Times newsletter.
- **Facilities situated over the road** - Keys are with Security.
 - **Bowls** – Five rink green. Organised play on Tuesday, Thursday and Saturday, as well as lessons for newcomers on Saturday
 - **Darts** – Either in the hall or snooker room on Tuesdays at 14:00
 - **Seniors' gym / exercise class** – In the hall on Tuesday and Friday. Monthly fee payable.
 - **Snooker** – Full size snooker table
 - **Swimming pool & braai** – For residents & guests

Alterations

External & Internal - If you wish to make changes to your unit, the Board needs a written description of what you envisage and a drawing/plan. Do not make any arrangements or sign a building contract before you have read the rules available from the Office. Written approval is mandatory before going ahead with the work.

Please note: no contractor may work in the Village before 08:00 and all workers should be off the premises by 17:00. Work over weekends is strictly forbidden unless prior written approval is obtained from the Village Manager. You must apply to the Office for temporary passes for contractors.

Annual General Meeting

The GH2 Company's AGM is held within six months of the end of February, for the main purpose of reviewing and approving the financial statements and electing the Board for the forthcoming year. Each share has one vote. If the share is jointly held, eg. Spouses, still only one vote. A proxy may be appointed in writing – proxy forms are sent out with the notice of the meeting. Proxies do not necessarily have to be shareholders. Special authorization is needed in cases where shares are held by a company, a close corporation, or a trust.

Special General Meetings

The Board will call a Special General Meeting if it is deemed necessary to get shareholders' agreement in a major matter.

Board

The Board of Directors consists of a maximum number of directors as laid down in the Company's Memorandum of Incorporation elected by ballot at the AGM. The Board usually meets monthly as decided by the Board.

Directors are not to be contacted personally, but all matters to be directed to the Village Manager.

Bus

The minibus departs for the following shopping centres on these days:

Monday	Northgate Shopping Centre
Wednesday	Cresta Shopping Centre
Friday	Randridge Mall

Departure is from the parking area opposite the Care Centre, Office & Restaurant at 08:30, 09:30 and 10:30 - times for Public Holidays will be posted on the notice board. The driver will pick up from the point that he drops passengers, which could vary if there is construction or congested parking traffic. He will advise you accordingly. You should reserve a seat with the Office for both the outgoing and return trip the day before your outing. The bus can carry only 6 passengers at a time.

Nobody will be permitted to board the bus without having signed an indemnity form at the Office. Residents of the Care Centre may only use the bus with the consent of the Matron or Sister-in-Charge. If you wish to take a wheelchair or other mobility aid, book space for it, both going and returning, as the bus has limited space.

Car belonging to GH2

A red Corsa is available for residents on Tuesday and Thursday from 08:00 to 14:00. The bus can also be booked if required - the current costs are available from the Office, as well as the availability of the Village Driver, who is the only authorised driver of our vehicles.

Care Centre – emergency number - 011 792 7999

The Centre provides 24-hour health care, accommodation and meals. There are two sections: Frail Care and Mid Care. Priority is given to GH2 residents needing temporary or permanent care, but the Centre does admit people from outside the Village.

Every shareholder is entitled to 10 days per annum free Sick Bay care, paying only for meals, at the current costs. Thereafter they will be charged the full Sick Bay daily amount.

New residents are required to complete the following forms:

- **Personal information** of the resident / patient, which must contain the contact details of next-of-kin, or people *in South Africa* to call in an emergency
- **Medical report** to be completed by a doctor for each resident / patient

Set up an appointment and submit these forms. ***If any of the details change, please inform the Centre immediately.***

The Centre is very busy at meal times, early morning and bed time. If it is NOT an emergency, please visit from 10:00 – 11:30 and 14:00 - 15:30. In cases of emergency the staff will see you immediately or come to your unit.

The Centre offers assistance on a temporary or semi-permanent basis to residents in their units when required, at a reasonable fee. Wound dressings, pill distribution, assistance with bathing or showering can be provided.

Additional facilities available in the Care Centre:

<u>Blood Pressure:</u>	Wednesdays from 09:00 - 10:00
<u>Doctor:</u>	A general practitioner on Thursdays from 07:30
<u>Hearing Clinic:</u>	3 rd Wednesday monthly – to book call - 011 304 7920
<u>Lancet Laboratories:</u>	Blood / urine / other samples collected regularly
<u>Physiotherapist:</u>	Tuesdays and Thursdays from 11:00 to 13:00

Care-Givers

It is recommended that Shareholders or their spouses/partners move into the Care Centre when they are no longer capable of caring for themselves. If, however it is decided that an in-home care-giver is the preferred option, it should be noted that in terms of the relevant employment and older persons acts, it is mandatory for care-givers to be qualified and registered by the employer with the Office and the Authorities. Working hours may not exceed the maximum specified by relevant legislation. In addition, the employer must comply with all statutory conditions of employment. Assistance in registration and detailed legislated requirements can be provided by the Care Centre Management.

Common Areas

There are parts of the property that are the sole responsibility of the Company, and you may not tamper with them even with the best intentions. For example, if your garden tap is defective you may not call in a plumber; the order must come from the Village Manager. Similarly, if your roof leaks or a pathway light is broken, or there are signs of termites, it is your duty to report it using the relevant form obtainable from the Office or directly to the Village Manager. Only if nothing is done within a reasonable time, and the problem represents a hazard, please call the Village Manager.

Domestic Workers

Residents who employ helpers on a regular basis are required to register them with Security. An ID card with a photo will be issued that must be worn visibly by the helper while in the Village. These cards must be left at Security on exiting the Village. All casual workers and visitors are obliged to sign in at Security. Please advise Security prior to their arrival.

Driving

Respect the stop signs and the 25 km per hour speed limit. Look out for cars leaving or entering garages and for motorized wheelchairs. If you come home after dark you may find the gate shut and the light in the Gatehouse turned off (otherwise you would not be easily visible, especially if your lights are fully on). Do not hoot, just be patient.

DSTV

Optional – 3 different bouquets arranged through the Village, which receives preferential rates from Multichoice. If the service is required one must register at the Office. Only available to those without PVR decoders. Full Premium Option or lower options for people with PVR decoders to be arranged by the shareholder with Multichoice.

Emergencies

For any emergency other than medical, please contact Security.

Panic buttons are available from the Office for a once-off cost. Pressing the panic button will alert the Care Centre of a problem in your unit. They will phone you and if unanswered, a Care Centre staff member will come to your unit.

NOTE: If you press the panic button when you are away from your unit or in another unit, the Care Centre staff will not be able to find you.

Make a habit of wearing the panic button, even in bed, especially if you live alone. When you press the button, a light will show that a signal has been sent to the Care Centre, where a display board will flash your unit number.

The chain is in fact the aerial. Knotting or tampering with it will put the button out of order. The instrument is NOT waterproof. When taking a bath or shower keep it within reach but dry. **It is for emergencies only.** Misuse could cause delay in attending to a real crisis elsewhere. If you are capable of using a phone, do so rather than pressing the button. By describing your difficulty, you can ensure that the best qualified person comes to the rescue with the right equipment. From time to time test your panic button. Prior to testing ***please inform the Care Centre of this test.*** If it fails the test, take it to the office.

Ensure that the Care Centre has a set of keys for the locks currently installed, to facilitate entry in the event of an emergency. Whenever you lock your door be sure to remove the key, otherwise a key cannot be inserted from the outside. Do not fit or engage latches or dead-locks which cannot be opened from the outside.

Fire Procedure – see Assembly Point Map supplied

- Attached to GH2 telephone lists are details of current Fire Wardens
- Call the nearest Fire Warden – note which Warden lives near you
- Evacuate your unit and warn your neighbours
- If possible and only if you are not at risk, use your fire extinguisher, garden or fire hose
- If electricity is involved, switch off at the board
- If a fat fire starts on the stove hob or oven, switch off electricity. Keep oven closed. If on the hob use a fire blanket, available at various suppliers such as Builders Warehouse.

Garages & Carports

No garages or carports may be let to a person or be used by a person who does not reside in the Village, unless the Board of Directors has, in its sole discretion, allowed such use on conditions laid down by it in writing.

Garages and carports are primarily for parking of residents' vehicles and should not be used for storage, particularly non-residents' possessions, which necessitate the owners' vehicles being parked in visitors' parking.

Residents and shareholders who have allowed such storage must apply to the Board for permission. This ensures the control of items that constitute fire / pest hazards and may affect the Company's Insurance Cover.

If you have no use for your garage or carport you may let it to another resident. The Office can advise you on rental terms and conditions. If your garage door is automated you should ensure it can be opened manually in case of a power cut. If you use power tools in your garage, regularly check the power cords for safety. Be careful how you store flammables (paint, solvents, etc) Have a small fire extinguisher handy.

Gardening

A garden service is contracted to care for the common-use areas, they also mow lawns, prune roses and large trees. If you employ one of the assistants to work in your garden, this may only be in his own time (lunch hour or after 16:00). You must pay him directly.

For any other services, and for ordering material such as compost (less expensive here than at a nursery and delivered to your door) leave a note in

the mailbox marked Garden Service. Depending on the size of the job there may be a charge added to your levy.

You are free to plant as you please except for trees and shrubs with an adult height over 2,5 metres. Keep smaller shrubs at least 0,75 metres away from walls, drains etc. If unsure consult with the Gardening Department.

To plant a tree or large shrub you need clearance from the Village Manager – some trees can interfere with the foundations. When digging holes, remember that if you damage a water pipe or power cable, you will have to pay for the repair.

Geysers

Burst geysers are covered by Village Insurance. An excess may be payable by the Shareholder (policy dependent). The procedure is available from the office - we suggest you keep a copy to refer to should this occur over a weekend / public holiday.

Gifts

If you make a gift to your domestic or gardener, of clothing, food, etc., it is essential to provide them with a note to Security.

Going Away

Notify the Office, Care Centre, and close neighbours, preferably by note, of your dates of departure and return.

Hairdresser

Available at the Care Centre

Hall

Residents may book the hall over the road for private functions through the Office for a fee.

Harvester Ants

This fund-raising group run a shop called The Ants' Nest situated over the road. Their aim is to help residents de-clutter, families to clear units when their family member moves on and to provide goods at cheap prices to all buyers. Any unwanted household items of furniture, appliances, clothing,

books, electrical or kitchen goods, etc., are most welcome. Proceeds are spent on improvements to GH2, be they structural or equipment.

Insurance

The buildings and infrastructure of the Village are covered for damage caused by fire, storm, flooding, earthquake, falling trees, etc. - it is your responsibility to insure the contents of your unit. Ensure that you are covered against accidental breakage of windows and all doors.

Internet Fibre Connectivity

The whole village has fibre connectivity to the Internet via the service provider of the owner's choice. A connection charge is required if the unit has not been connected. This charge can be refunded by some of the Internet Service Providers. Villagers may access the Internet in or around the Library by connecting to the Wi-Fi provided by the Village.

Keys

You are free to give duplicates for your door (and security gate if any) to family and friends. Please ensure that the Care Centre has a set of keys for the locks currently installed. This will facilitate entry in the event of an emergency. Whenever you lock your door be sure to remove the key, otherwise a key cannot be inserted from the outside. Do not fit or engage latches or dead-locks which cannot be opened from the outside.

Launderette

Washers and dryers are available in a room down the pathway at the side of the Boardroom. The machines are operated by discs obtainable from the Office at a reasonable charge.

Levy

The amount is payable in advance at the beginning of the month, together with electricity charges incurred and the CSOS Levy. The levy statement provides banking details for EFT or direct deposits to the bank. If paying by cheque, make it out in favour of GH2, cross it and deliver to the Office.

Please note that there is a penalty for late payment.

Library

Situated next to the office, hours Monday – Friday 08:00 – 17:00.
Self-service, instructions available.

Mail

There is no delivery to your door. Post is collected from the Randburg Post Office on Mondays, Wednesdays and Fridays. You may collect your mail from your unit box in the Mailroom only after it has been sorted at around 10:30. Please advise your correspondents to include your unit number in the address – not just the PO Box Number. For example:

Postal Address:

Mrs. Someone
109 Village of Golden Harvest 2
PO Box 4215
Randburg 2125

Physical address:

Mrs. Someone
109 Village of Golden Harvest 2
33 Nyala Road (Cnr. CR Swart & Tin Rd)
Bromhof 2188

Maintenance and Repairs

You are responsible for the inside of your unit and must pay for repairs and replacements, such as stove, water valves, taps. If you require our Maintenance team to address a task for you, make the request in writing on the prescribed form available from the Office. Please do not phone the Maintenance Manager directly or make direct requests to the Maintenance Staff. Gifts or gratuities to the Maintenance Staff are not permitted and could result in the Staff being disciplined.

A charge will be worked out based on time needed, subject to a minimum as set by the Board, and the cost of spares if any. It is unfortunately not possible to make firm appointments. Give a 'window' of time/s when you will be at home. Work is allocated on a 'first come' basis unless considered an emergency (burst pipe, etc) in which case call the stand-by (after hours) maintenance number, 074 628 3535.

Administration may decide to call specialists if it is beyond our staffs' capabilities. A comprehensive list of specialists is available in the Telephone List which is updated 2 or 3 times a year. As these are suggestions only, the Office Staff and Board are not answerable for the quality of the service. They will, however, take note of complaints and recommendations when next updating the list.

Meals

The monthly amount charged to your levy account for the Restaurant, may be redeemed for meals in the Restaurant or delivered to your unit. You may also order and purchase items from the Restaurant such as pies, cakes or meals. Money accumulated in excess of three months is forfeited.

Newsletter

The Harvest Times newsletter appears monthly in your mailbox. Sometimes Harvest Times includes informal notes from the Board. Important notices will however always be posted to residents on an official letterhead.

Office

The Office is open from Monday to Friday from 08:30 to 12:30. Please respect these hours as the afternoons are reserved for administration work.

Parking

Note the yellow lines and do not park in front of garages, carports or at the entrance to a path. Direct your visitors to demarcated areas and ask them not to park on lawns.

Keep the area outside the Care Centre clear for ambulances and people transporting the frail.

Pathways

These need to be unobstructed. Flower boxes should be well clear of paths, whether at ground level or overhead. Trees and shrubs should be trimmed of branches that get in the way. NO bicycles, (except for the Security Guard on patrol) rollerblades, etc., may be used on paths.

Pets

By agreement at the purchase of a unit, the village is cat and dog free. There are however stray cats previously caught and neutered. You should NOT feed or befriend them. Visitors are welcome to bring dogs on a leash, provided they are well-behaved, do not stay more than a few hours and their waste is removed. Residents are discouraged from feeding birds anything other than wild bird seed, for the sake of the birds' health.

Power Failure

If your lights go out, check if your neighbours are on. If they are, check your distribution board – all switches should be in the ‘up’ position. If nearby units are also in darkness, it usually means that the whole Village is cut off.

Be patient and use a torch or emergency light available from most hardware, camping or outdoor stores. Switch off all appliances.

The Care Centre, electric fencing and Security run on a generator or battery during power outages.

Refuse

NOTE:

Any large refuse that cannot fit in your bin can be taken to the dump over the road, which separates glass, plastic, paper and garden waste. Speak to the Office for details. The keys are available from Security.

Building refuse must be removed by the contractor involved.

Domestic

Please ensure that you unbolt the rubbish bin latch before 07:30 on collection days:

- Tuesdays for units 1 – 81. Fridays for units 82 – 177. If a collection day falls on a Public Holiday you will be notified ahead of time when to expect collection.
- Your bin MUST be lined with a standard refuse bag – any colour.
- Glass MUST be placed separately to avoid injury to Staff.
- We encourage recycling by separation of plastic and cans in the blue bags supplied. Please wash recycling items before discarding.
- Paper and cardboard can be placed in any shopping bags.

Garden

- Garden refuse will be collected on the day your lawn is mown. You may leave large cuttings in a pile but smaller pieces should be bagged.
- Do not leave anything on the paths, outside your door, on roads or next to a fire hose.

Medical

- Certain items, in terms of the law, are required to be disposed of in a certain way, and the Care Centre can arrange this for you. You should NEVER flush anything of this kind, particularly nappies, down the toilet. Drain blockages are costly to fix.

Restaurant

The Harvest Inn is open daily for breakfast from 08:00 to 10:00 and lunch from 12:00 to 14:00, all year round.

Weekly menus are posted on the notice boards - please make reservations. No drinks are supplied on the premises and you are welcome to supply your own. The prices of meals are displayed on the notice boards outside the Library and Restaurant. For catering purposes bookings must be made the day before you require a meal.

Meals can be delivered to your unit for an additional cost OR you may personally collect from the Restaurant.

Feel free to invite friends from outside the Village and spread the word. Items such as pies, quiches, etc, are also available. Given fair notice, the Restaurant can cater for functions such as tea parties, memorials, etc. Watch Harvest Times and the Notice Board for announcements of special events.

Sale of Property/Share

The GH2 Company has its own estate agency. Income from commissions goes towards cash reserves which are an insurance against unexpected major expenses and help to eliminate the need for 'Special Levies'. You are obliged, if you wish to sell your unit, to put it in the hands of the Board-appointed agent. The mandate is for 60 days.

Security & Safety

All Residents are responsible for their own Security. Security for the perimeter of the Village is electric fencing and/or razor wire. GH2 has a contract with a reputable Security Service Provider, covering emergency situations and for the control of entry and exit at the Gate.

Ensure your windscreen sticker is clearly visible, on the passenger side. Your frequent visitors may also qualify for stickers and you should apply to the Office on their behalf. For other visitors, including servicemen and casual

labourers, signing-in goes more smoothly if you phone ahead of time and alert Security.

Your cooperation is important for at least minimizing the risks. Day and night, whether at home or out for even a few minutes, keep your outside doors/gates locked.

Suggestions and Complaints

These should ALL be put in writing and be addressed to the Village Manager (NOT a Director, Matron or Restaurant Manager), who will take either the appropriate action or forward it to the Board for guidance and/or action.

Swimming Pool

This is a private facility for Residents of GH2 and their guests only. Guests, especially children, must at all times be accompanied by the Resident concerned. Keep the pool area clean and neat for all the Residents' use. Keys for the washrooms are kept at Security. The gate is locked after dark. Use of the pool is entirely at the users' risk.

Toilets

There are facilities for workmen at various points on the property, however you must supply and insist on the use of toilet paper.

Visitors

Temporary overnight visitors are permitted but in the absence of written permission from the Board of Directors in each specific case, no visitors may reside in the unit for more than 30 days in any one period of 12 months. In the absence of written permission from the Board of Directors, the number of overnight visitors including the residents in any one unit may not exceed: One Bedroom Unit - Four (4) and Two Bedroom Unit - Six (6)

This is to ensure the safety and security of residents and visitors in the event of fire or other life-threatening incidents. The Office and Care Centre should be advised of all overnight visitors. Shareholders should be aware that overnight visitors increase the costs of utilities which impacts on Village expenses and levies paid by all shareholders.

Walks

The short walk from the Security to the corner shops is reasonably safe, but a walk around the block for exercise is risky.

Water

Please use water sparingly - we have boreholes for gardening (green taps). Water restrictions and schedules will be announced should the need arise. Municipal water may not be used for gardens when borehole water is unavailable. Dripping taps cause wastage and must be reported to the Office immediately. Irrigation systems for garden beds, connected to and controlled from the mains, preferably via a timer are recommended, but their use must be limited to 15 minutes per day and should be turned off when raining or after rain. Sprinkler systems for lawns are not permitted. Watering of lawns by hand-held hoses or watering cans is in order but should be kept to a minimum. The contracted gardening service may from time to time utilize sprinklers on hoses for common areas after fertilizing or top-dressing.

The use of water from **fire hydrants** is illegal and carries a municipal fine.

Please contact the Village Manager in respect of any matters not covered in this document.

The facilities that do not have paid employees are run by volunteers.

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