

AGM Questions	Answers																															
Governance • Directors terms? o Who determined the terms of the Directors, it used to be 24 months, but seems to have changed. o Please confirm the current Directors rotation policy.	<i>Clause 16.3 of current MOI</i> <i>“A third of the board of directors will annually stand down from the board of directors. Members of the board who stand down will be eligible to stand immediately for re-election on the board”</i>																															
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157% increase in Communication & website	Increased use of social media – Rocketseed, Active Ice, Glovent																															

Consulting fees – Country Club	Golf Course Manager	336 000
	Verdoom Architects: Additions to boat club house	45 879
	SAMRO	3 392
	Other	(4 406)
		380 865
Budget 35% increase in accounting fees	Increase of fulltime resources provided by Duja from 1 to 2. One now exclusively focused on debtor management, whilst the new resource handles procurement, creditors accounting and reconciliations.	
Communications	Telkom, Internet, Cell phones, PABX rental	
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	Budget - R500 000 provision to cover finalisation of MOI, updating rules, debtors' collections and general. Expenditure to date (Caren to provide) Webber Wentzel	
Debtors 'collection process	<ol style="list-style-type: none"> 1. Outstanding debtors on 30 days are contacted by sms or e-mail 2. If no payment received by 60 days, a pre-legal letter is issued the homeowner stating they have 14 days to settle outstanding debt 3. Thereafter the homeowner will be handed over to a legal proses (either attorneys or CSOS) and the legal portfolio to proceed with collection process 4. Interest are levied on all outstanding balances older than 30 days 5. Provisions are raised monthly on all interest, 5 Year Building levies and building penalties for all debtors with outstanding balances over 90 days 	
Advertising & promotions	CC promotions, advertising	250 000
	Advertising, social media, Active Ice etc..	320 000
	Other	12 000

<p>Can you please provide the levies for the double stands – can't pick it up in the budget – only single stands?</p>	<p>Thank you for pointing out that I had only published the budgeted levies for single stands on the 2020 budget.</p> <p>The budgeted levies are (VAT exclusive)</p> <p>Single R4 392 Double R5 271 Bear Village R6 149</p>																														
<p>Will it be possible to get a copy of the agreement / lease agreement with the Malaysians?</p>	<p>No it will not be possible due to a confidentiality clause been introduced by the Malaysians.</p> <p>It is also not standard practise to disclose agreements between the PHOA and its service providers.</p>																														
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<p>Please furnish the following detail / info - Status of projects that resulted in a huge increase in levies as approved at the last AGM meeting.</p>	<p>The finance report circulated with the AGM Meeting Pack deals with project variances, but these did not result in any increase in levies – levies are determined once a year based on the budget, and come into effect after the AGM. We have managed to maintain our levy increases as close to inflation as possible.</p>																														
<p>Please furnish the following detail / info - The gap between the statutory financial reserve level and the current reserve</p>	<p>Our current Common Property Reserve Fund stands at R7m, which is nearly R3m behind where it should be in terms of our finance policy (3 months' levies). The statutory reserve fund levy only refers to Sectional Title Schemes, and not other community schemes. Pecanwood is a statutory non-profit company in terms of the Companies Act.</p>																														
<p>The AGM minutes of 2018 were signed by the Chairman, but not approved by the members yet</p>	<p>Members were given to opportunity to comment on the minutes during 2018 when the minutes were published, no comments were received. Members are ratify minutes during AGM.</p>																														

18 August meeting Minutes: <ul style="list-style-type: none"> • Point 7 – what is a MO? 	<p>It should read MOI</p>
18 August meeting Minutes: <ul style="list-style-type: none"> • Point 10.6, typo, should Stefanie 	<p>Noted</p>
18 August meeting Minutes: <ul style="list-style-type: none"> • Various references to a member, no reference to a name and stand 	<p>Members are requested to announce their Name, Surname and Erf number before asking their question during the Q&A session, however, in most case this does not happen. The minute taker has no other recourse to then only capture the question asked, and the answer given.</p>
Vehicles <ul style="list-style-type: none"> o Please confirm the responsible person of the 2 x bakkies. They are in shocking state and badly maintained and looked after 	<p>The bakkies have been serviced as required and are being used for maintenance / construction purposes</p>
General maintenance updates - <ul style="list-style-type: none"> o the bridges at King fisher lake o Road markings o Road surface o Streetlights the 	<ul style="list-style-type: none"> o the structural engineers report has been received and is currently being studied. o the specification has been finalised and the tender process to be concluded. o to be addressed. o bulbs are being replaced when required. Lamp posts are also replaced as required
Road cleaning - <ul style="list-style-type: none"> o When will the road cleaner be on site as promised at the info session in April? 	<p>Various financial options and SLA contractual stipulations have been investigated and should be concluded during September 2019.</p>
Irrigation pumps station - <ul style="list-style-type: none"> o Please provide detail of the money spend on the irrigation pumps and who designed the current subtraction pump in Harties 	<p>There has been no design done as the pump was repaired only and re-installed.</p>
<ul style="list-style-type: none"> • Ratification of Rules 	

<p>o Please confirm the reason why the Estates rules and Architectural rule are not submitted to the members for ratification at the AGM</p>	<p>Please confirm the reason why the Estates rules and Architectural rule are not submitted to the members for ratification at the AGM</p>																									
<p>Please provide an update of the status of the MOI process</p>	<p>The Board sub-committee has reviewed the comments from the Johan Kruger committee and accepted some of the recommended changes. Legal advice and further consultation will take place to finalise the draft to be presented to the members in the next few months.</p>																									
<p>Please provide an update of the status of the Internal Dispute resolution policy</p>	<p>The dispute resolution policy was adopted by the Board in principle and would be reconsidered with the finalisation of the MOI</p>																									
<p>Please confirm current policy on increases for water and the reason for a 25% increase in April</p>	<p>The new tariffs were introduced at the beginning of the financial year and were benchmarked with tariffs been applicable in the region as well as that of Rand and Magalies Water Boards. The present tariffs are still way below of the regional tariffs but apart from that the water infrastructure of Pecanwood needs urgent upgrading.</p>																									
<p>Large increase in bank balance 2019 against 2018</p>	<p>1. Shortage of manpower so slower to invest – but R3m invested after year end.</p>																									
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<p>Infrastructure mtce. R2 035 000</p>	<table border="1" data-bbox="504 1684 1257 1904"> <tr> <td>Electrical</td> <td>92 000</td> </tr> <tr> <td>Roads, storm water</td> <td>18 000</td> </tr> <tr> <td>Structures, buildings</td> <td>397 000</td> </tr> <tr> <td>Signage</td> <td>22 000</td> </tr> <tr> <td>Road cleaning</td> <td>374 000</td> </tr> <tr> <td>Uniforms</td> <td>81 000</td> </tr> <tr> <td>Lakeview Drive pump station</td> <td>123 000</td> </tr> </table>		Electrical	92 000	Roads, storm water	18 000	Structures, buildings	397 000	Signage	22 000	Road cleaning	374 000	Uniforms	81 000	Lakeview Drive pump station	123 000										
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	Roadmarking	60 000	
	Security fence	442 000	
	Sump rails, pump rotation	121 000	
	General materials and small items	305 000	
Analysis of “Technology, equipment”	Network	66 000	
	Blue Bubble – IT support	50 000	
	CORE software rental	18 000	
	Small equipment	16 000	
	Online Intelligence	97 000	
	Microsoft licences	61 000	
Green fees----rounds are substantially up but revenue the same as the previous year.	Clubmaster reflects increased rounds and revenue– golf days, Morecorp, corporate days added to Clubmaster numbers		
Analysis of “Subscriptions”	CORE - arrears from previous year	19 000	
	GLOVENT	167 000	
	TIEMS	3 000	
	NAMA - National Association of Managing Agents	4 000	
	CAISA - Community Association Institute of SA	10 000	
	GREEN BUILDING COUNCIL	9 000	
	CMASA - Club Management Association of SA	4 000	
	ACTIVE ICE	23 000	
Why rates & taxes in HOA?	Misallocation – should be Country Club		
What is affiliation fees R147 047. Should be nil.	9. Affiliation fees were billed as part of membership fees; this year a split is done on the billing and affiliations fees will then be Nil.		
Analysis of Consulting fees R380 865.	Golf Course Manager	336 000	
	Verdoom Architects: Additions to boat club house	45 879	
	SAMRO	3 392	
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Analysis of Functions, events, donations – R834 425	Meat Day Hampers	139 000	
	Comedy Night / Quiz Night	52 000	
	Spring Day	8 000	
	Heritage Day	18 000	
	Valentines Day	(2 000)	
	Captains Dinner	56 000	
	Golf days	300 000	
	Ladies Open/Festival	38 000	
	Meerhof	55 000	

	Golf Committee	34 000	
	Golden bear	70 000	
	Morecorp conference	15 000	
	IP Awards	10 0000	
	Other	42 000	
Competition fees why income? It Belongs to the Golf Members?	Accounted for as income, costs expensed when incurred.		
Rental income reduced – why?	Reduced turnover projections for F&B		
HOA projects – R2m	Provision based on past history		
General HOA maintenance R2 148000---Analysis.	This is the infrastructure related maintenance for the club house, boat club, sport facilities etc. The building/civil/mechanical/plumbing related work.		
Life management fee – R312 000	Additional manager for home gardens not included in contract		
Technology budget R1 463 000	Technical component of Omega SLA – technical team plus rental of technical equipment – capitalised at year end.		
Golf course machinery – R645 000	HOA leasing new golf course maintenance equipment. Credit still being negotiated with MWG		
CC electricity - Rnil	All budgeted in HOA whilst Tshwane negotiations continue		
Lakeview Drive pump station	R442 000 incurred from May 2019 to date.		
Security fence	The electrification of the fence (as a first line security measure) was completed during December 2018 at a cost of R401,000 . The fence covers a length of 2,4km and has been certified electronically and electrically.		
Debtors---handed over debtors increased from 19 to 60 in the past year.	Handed over to attorneys or CSOS as soon as hit 60 days without alternative settlement arrangements – quicker than in previous years.		
5 largest debtors' details	Gildenhuis Malatji	Balance	Impaired balance
	Debtor A	1,719,000	350,000
	Debtor B	6,963,000	350,000
	Debtor C	1,356,000	778,000
	Debtor D	1,097,000	350,000
	Debtor E	935,000	350,000