



# GROOTVLEI

— RESIDENTIAL SECURITY ESTATE —

## Special Corona COVID-19 Edition

Please let all members of your household read or explain the contents to them.





**Grootvlei Residential Estate Homeowners Association.**

**Newsletter 15**

**April 2020**

**Important Contact Details:**

Office 087 351 4887/8

Clive 083 448 5825

Louis 082 782 6895

Email Office [yolandi@grootvleiestate.co.za](mailto:yolandi@grootvleiestate.co.za)

Email Clive [clivebillowes@live.com](mailto:clivebillowes@live.com)

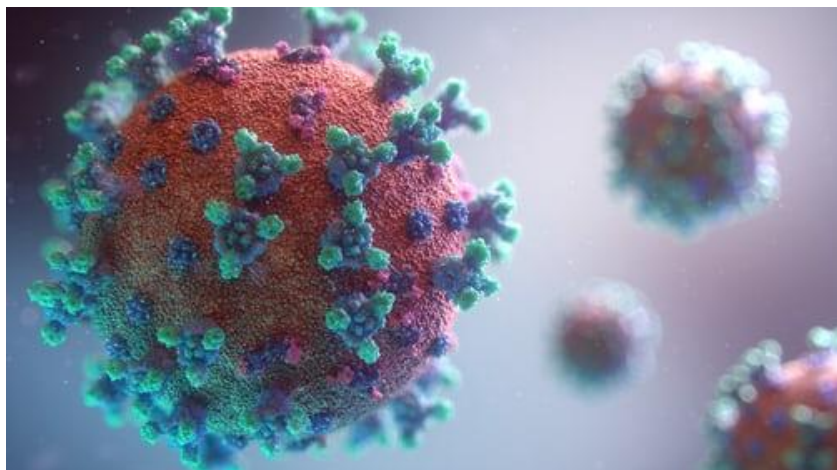
- Anybody interested in helping with the monthly newsletter please contact the office.
- No visitors will be allowed to enter the estate during the lockdown period
- Permits are required for any essential services that need to enter the estate
- If you are fetched and dropped off by work colleagues a permit must be obtained
- For permits send your details and the person entering's details to 083 448 5825 see "Entry Permits" below
- Report all incidents of crime no matter how trivial.
- Refuse must be placed into your wheelie bin as papers, plastic bags & boxes are being blown against the electric fences causing many false alarms

**Visit our web site [www.grootvleiestate.co.za](http://www.grootvleiestate.co.za)**

## **Corona COVID-19 Virus - Lockdown**

**A national lockdown was brought into effect at 00:00 on 27 March 2020, this lockdown will remain in effect until 30 April 2020, that is if it is not extended again.**

This lockdown was brought in to contain the spread of the COVID-19 virus but has caused a major disruption in all of our lives. Not allowing us to continue with our lives as we are used to, suddenly we cannot visit friends, neighbours or family, we cannot go to work, jog or walk our dogs not even purchase non-essential supplies.



Cabin-fever may have set in and your coping skills may be wearing thin with the news of the extension but sit tight. We've entered the waiting game and the stakes are high. We're up against COVID-19.

For now, the strategy is to curb the spread of the virus to press pause and stay indoors as the number of confirmed cases continues to rise.

It's a frightening time. For many, uncertainty surrounding the virus is the hardest thing to handle. We don't know what tomorrow holds but we need to walk this journey together.

If this virus is not contained now the lockdown will have to be extended again, this is something none of us want.

All it takes is one person who is infected to come to your home and infect you and your family then you stand outside and chat with your neighbour, infecting him, he then infects his family, before you realise that you were infected or show any symptoms, you have caused the virus to spread through our community.

## **The only way to stop this spread is to comply with these harsh regulations.**

There is a ton of fake news going around on all social media platforms, a lot of these are on



letterheads, screen shots, audio clips, video clips which all look and sound authentic, these fake news messages are designed to spread panic or encourage people to purchase unnecessary equipment.

Part of the State of Disaster Regulations makes it a crime to pass on these messages, please do not pass these messages on as they only cause harm. For correct information there are a number of websites, but rather use the official site

<https://www.gov.za/coronavirus> or [www.health.gov.za](http://www.health.gov.za), on WhatsApp

060 012 3456, at least here you will get all the correct information regarding the status in South Africa.

For the Government Gazettes regarding the lockdown, links are added below.

[Complete PDF version of Gazette](#) and [Gazette 43168](#) and [Gazette 43199](#)



## **Stay Safe – Stay at Home, let's all survive this pandemic**

# What problems are we experiencing during this Lockdown?

We are experiencing non-compliance by owners and tenants **who are placing us all at risk**, it only takes one infected person to bring the virus into the estate.

- Residents are going out and then collecting friends, family, workers, etc. bringing them into the estate, in their vehicles.
- Residents are getting visitors who park outside the gate and then residents fetch them in their vehicles.
- Visitors are tailgating owners, to slip into the estate, then get stuck when trying to leave.
- Residents are double tagging, they come in and tag in the visitor behind them.
- Visitors are trying to be phoned in through the Click-on system. Residents are phoning themselves in and out.
- Children are gathering and playing in the streets.
- Neighbours are visiting and gathering on sidewalks and at each other's houses.
- Residents are still taking their daily walks or runs.

# What counter measures are being put in place to safeguard all residents **who are complying**?

- Introduced Gate entry permits for essential services and picking up/ dropping off of residents for work in essential services. See the section below called "**Entry Permits**"
- Guards will **only** call your house if the person at the gate can present and Entry Permit, they are not permitted to call residents themselves in and out, we have tags use them.
- Guards are to report anyone collecting visitors from outside the gates.
- Guards are to report All double tagging.
- We have discussed the issues with EMPD members, and they will also monitor compliance, you could be arrested for non-compliance.
- Fines will be issued as set out in the house rules and law enforcement informed where necessary
- We have been monitoring the Click-on System and have noticed that many residents are phoning themselves in and out, this poses another threat, as when phoning from the exit boom, it opens the entry boom and anyone can quickly drive in, then we ask, why? Are their tags missing? If so, they could be used by non-residents. The guards have been instructed not to allow this; residents must have their tags sorted out. Residents must carry their tags with them when leaving. Insisting that the guard phone's you to enter/exit, will cause your number to be removed from the system.
- Tags not used in the last 90 days will automatically be deleted from the system.





# Entry Permits

- ➔ Entry permits record the date, name and contact details of persons entering the estate which is required for track and tracing for the department of health.
- ➔ Entry Permits will be issued for all essential services, (electricity, Water Sewerage, medical, refuse, gas, delivery of food or medication, etc. No reasonable request will be denied (excluding non-essential).
- ➔ We have a number of residents working for essential services who are picked up and dropped off for work, these residents will also be issued entry permits.
- ➔ Permits will not be issued for visitors or non-essential services.
- ➔ All requests for permits which comply with the lockdown regulations will be issued but anyone flaunting the law will not be issued a permit.
- ➔ If you require a permit please send your name, house number and reason for access as well as the name, contact tel no, and address of the service provider to 084 448 5825 (Clive) he will record all information regarding the person entering the estate and WhatsApp you a copy of the permit.
- ➔ Please pass the permit onto the person entering as this will authorise the guard to call you to allow the person in.
- ➔ Guards are being disciplined if they do not comply. Please do not fight with the guards, they are only doing their job.

## Office information

- ✓ Yolandi is working from home, you can still contact her via phone and email,
- ✓ Please, in all emails add your house number to the subject line.
- ✓ When making levy payments, it is crucial that you use your house number as the reference, otherwise Yolandi cannot allocate the payment, then it looks as though you have not paid when you actually have paid.
- ✓ Statements will still be sent out with the newsletter as before the lockdown.
- ✓ Levies are still due as usual.
- ✓ Even though our staff is not at work they are still being paid their salaries.
- ✓ Louis, Clive and Tracy have been issued permits to attend to fence alarms, all issues at the gates, complaints from residents and repairs to walls, fences and electric fences. We also have 2 of the maintenance workers on standby if needed. The security company still operates as they did before the lockdown. (Access Control and armed response to fence alarms)
- ✓ During the lockdown period no one is permitted by law to move into your new house or out of your old house, for this reason, no new tags will be issued. (Arrangements can be made for replacement tags, so there is no excuse to phone in and out.)
- ✓ With Guards instructed not to allow phone in to enter/exit, residents who have lost/mislaidd their tags will be able to obtain replacement tags, to get a replacement tag, a payment of R114.00 (per tag) must be made into your levy account, then take your proof of payment and all existing tags to Clive (1859). He will scan existing tags, delete the missing ones and add new ones to the system.

- ✓ Please remember that these extraordinary measures are not being put in place because one or two or three owners want to put them there. They are put in place to make us as a homeowner's association compliant with the law. Legally we must all comply with these laws.

## Municipal account information

For all your queries regarding your municipal account please register on the City of Ekurhuleni's Siyakhokha web site, below is the link, once registered you can call-up your accounts and lodge queries and make payments.

<https://siyakhokha.ekurhuleni.gov.za/>

If you have a problem with Water or electrical supply or blocked sewerage you need to phone the call centre. Please note that sometimes it sounds like you have been disconnected but keep holding on, they do reply after a while. Take note of the reference number.

Even when a number of houses have the same problem e.g. power off, the more people that call in the better, it seems that they react quicker when there are a number of complaints.

The Call centre Contact details are



**0860 543 0000**



[Call.Centre@ekurhuleni.gov.za.](mailto:Call.Centre@ekurhuleni.gov.za)



**Thank you to all those residents who, by complying with our simple rules, and these difficult lockdown regulations, are keeping Grootvlei Residential Estate as one of the most neat, tranquil and safe areas to live in.**

**Let's all stand together and keep it tranquil and safe, noncompliance leads to lawlessness which leads to total destruction of everything that made us purchase in this estate.**

**Non-compliance levies are our last resort, we do not like issuing fines, but we all signed agreement of our rules and regulations, and are they are legally binding on all of us.**

### Directors email contact details

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### South African COVID 19 HOTLINE

**08000 29999**

If you present with symptoms of Corona Virus, please call the official COVID 19 HOTLINE before going to your doctor, pharmacist or nurse. By calling the hotline, someone will be sent to test you where you are, which will limit the spread of the virus.

