



FREQUENTLY ASKED QUESTIONS

Cannot find the answer you are looking for? We have shared the questions that are asked on a regular basis. Please note the list is updated from time to time.

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Development Company Rights

Protecting the interest of Members

1. Question:

What recourse is available to protect the interests of members generally?

Answer:

The HOA Constitutions within Val de Vie Estate (and in any constitution or body corporate of estates in our country) were established and constituted within the ambit and in line with the principles of the relevant South African Laws. It encompasses, as one of its main objectives to promote, advance and protect the interests of members.

Developer Votes

2. Question:

Why does the Pearl Valley constitution contain a clause that makes provision for 5000 Developer votes?

Answer:

The '5000 vote clause' is in essence a veto right and a globally accepted voting privilege. It is a common inclusion in Estate constitutions in South Africa and provides a safeguard for the developer in stances where there may be deliberate derailment of interference with the developer completing its business plan. To date, it was not yet necessary for this mechanism to be used and Val de Vie Estate has not made use of this voting right. All homeowners are made aware of this clause upon receiving the HOA Constitution with transfer of property and is detailed under Clause 14 of the constitution.

Transparency HOA Financials

3. Question:

How does the HOA ensure that transparency exists in its books of account, in particular; clarity on payments into the sinking funds to the HOA both via the Developer & the Building Contractor's contributions. In other words, are the financials of the HOA and Developer separately accounted for and accordingly completely separate of each other?

Answer:

Full transparency exists on income and expenses of the HOA. Transfers to the sinking fund/reserve fund are accounted for in the financial statements of the HOA on which

complete transparency exists. This is in line with standard operating procedures of HOA management. The financials of the HOA is audited annually by PWC.

Capital & Infrastructure Reserve Fund

4. Question:

Why do purchasers on Pearl Valley have to pay a R60 000 "Joining Fee/Capital & Infrastructure Reserve Fund and not those purchasing on Val de Vie?

Answer:

The Pearl Valley golf course and clubhouse is the property of the development company, and not of the HOA. The intention and vision of the development company has always been to provide a golf course that ranks under the top golf courses in South Africa and bearing the Jack Nicklaus Signature golf course stamp - ultimately benefitting from representation on a global level. The development company consistently strives to improve the golf course and the clubhouse, which is evident in the substantial capital outlay and constant upgrading thereof, for example; the annual upgrades to the course, cart paths, bunkers, revamping of the clubhouse, golf shop, restaurant, conference venue etc. The R60 000 contribution is for the most part allocated to this capital outlay, and not to the HOA. The financials of the HOA are available to HOA members and can be viewed upon request. However, the financials of the development company are not open to scrutiny, as it is a privately-owned business.

Pearl Valley Club Facilities

5. Question:

Is it the intention that the Pearl Valley Club facilities will be handed over to the HOA at any stage?

Answer:

As stated in the Pearl Valley Constitution, and as mentioned above, the golf course and clubhouse fall under the ownership of the development company. It is, and always has been the prerogative of the board of the development company to deal with the golf course asset, as is deems fit.

Clause 27.9 of the Constitution provides the Association with a right of first refusal should the Developer decide to sell the Golf Course, Club, Club Facilities and Recreational Facilities to a third party.

Status of the Developer

6. Question:

What is the current status of the Developer?

Answer:

6.1 No person or any Member of the Association shall prevent or hinder in any way the Developer from;

- 6.1.1 gaining access to and egress from the Estate.
- 6.1.2 continuing its building and/or construction operations at the Estate.
- 6.1.3 marketing and selling any Erven or Sectional Title Units.
- 6.1.4 generally carrying on its business operations, provided that the provisions of clause 7.1.1 shall not be interpreted as allowing the Developer access onto any of the Erven already transferred to a Member unless 48 hours prior written notice has been given to the Member concerned, unless such access is required to conduct its normal building operations or to inspect work in progress. The Developer shall make good any subsequent damage to plants, property or improvements thereon to the satisfaction of the Member. No Member shall be entitled to refuse the Developer immediate access if the required notice has been given.
- 6.1.5 the Developer shall have the sole right of appointment and dismissal of any managing agent during the Development Period.
- 6.2 the Developer has reserved the right and shall be entitled to build and establish on the Land a hotel, spa, restaurants and any other amenities and facilities as it in its sole discretion deems fit. The Developer has furthermore reserved the right to subdivide from the Land the sites for such aforesaid amenities and facilities as separate erven and shall be entitled to dispose of and/or operate the aforementioned amenities and facilities for its own benefit, separate and independent from the remainder of the Estate.
- 6.3 the Developer has reserved the right in its sole discretion, to establish and locate the amenities and facilities referred to in 7.2 on any portion of the Land, save such Erven that have already been sold to Owners other than the Developer, with the approval of the Local Authority.
- 6.4 the Developer has reserved the right to designate the Golf Course, Club Facilities, Recreational Facilities and such other amenities and facilities referred to in 7.2 as separate erven and to retain or transfer or sell the ownership thereof for its own benefit.

VAT Registration

7. Question

Why is Val de Vie I and Pearl Valley VAT registered and Val de Vie II not?

Answer:

VdV I & Pearl Valley obtained a SARS directive to remain VAT registered when the Law was changed and HOA's no longer had to be registered for VAT. VdV II, being a new HOA was not required or able to register for VAT. Due to the vast majority of the HOA's suppliers being VAT vendors, the HOA's are able to recover the VAT. HOA's who deregister for VAT are required to pay substantial Output VAT to SARS, as deregistration triggers a deemed disposal of all HOA assets, calculated at current

market values. This places a massive financial burden on established estates and as such, it is financially more prudent to remain VAT registered.

Communication

8. Question:

What opportunities are there for members to meet both formally and informally to discuss matters of interest, and to share new and interesting developments on the Estate?

Answer:

A synopsis of meetings are held where communication can be shared, such as:

1 x Annual General Meeting;

3 x Information Evenings annually;

Regular committee meetings, which convene bi-weekly, monthly or on an ad hoc basis – however decided and scheduled by the committees themselves. These committees include; Security, Aesthetics, Facilities, Building, Amalgamation, Corporate Governance, Finances, Landscaping, Sport, Social. (There is an open invitation for homeowners to put their names forward to serve on these committees).

Homeowner participation is emphasized at each Annual General Meeting, in the Weekly Newsletters to Homeowners and the Quarterly Newsletters from the Estate Manager.

9. Question:

What mechanisms are used by the HOA to share and/or provide information to residents?

Answer:

To maintain a high level of communication between the residents and the HOA, regular correspondence are sent to all residents by means of regular newsletters. For all Estate living and community related matters, notices and text message are communicated via the Community Portal. It is essential for effective communication that residents log on to the Community Portal.

Security

Val de Vie Guest System

10. Question:

How do I arrange access for a visitor or contractor?

Answer:

The Val de Vie Guest system allows residents to request a unique Pac Code / Pin Code for a visitor to allow them to access and exit the Estate.

To register on the Guest system, follow these steps.

Step 1: Registration

Click on this link:

<http://remote.valdevie.co.za:130/PTGuest/Default.aspx>

Enter your email address that you provided upon Biometric Enrolment (**this is very important**).

On the right hand side, there is a “Register” link. Click on the link and then click “Register”. A password will then be emailed to your provided email address. This password must be used on your first login.

After you have successfully logged in, you will be requested to change the password.

You are now registered and only need to register once.

Please note that this registration process might not work on an Apple device which uses Google Chrome to access the Internet. In this instance use Safari to access the internet.

Step 2: How to Generate a Pac Code

Method 1:

Request a Pac Code for your guest by sending an SMS with the initials and surname of your visitor e.g. “J Jones” to 41247. The only costs involved in this process will be the SMS sent to request a Pac Code and again when you forward this SMS to your guest at a cost of R1.50.

Method 2:

Alternatively you can make use of the web application and request a Pac Code via the Pearl Valley Guest Web page, <http://remote.valdevie.co.za:130/PTGuest/Default.aspx>

Once you have logged on, there will be a window in which you can type your visitor’s initials and surname. Below this you will find a window in which you can enter your visitor’s cell phone number and email address.

- Please note that the digits can be entered normally starting with a “0”. The system will automatically change the format of the number.
- There must be no spaces between the numbers.

Click on “Add Visitor” button to compile a list of visitors. You also have the option to “Favourite” some visitors for faster code generation. After clicking “Submit” the system will send a code directly to your visitor via SMS. You will also receive the code via email.

Once you have generated a code, the following steps will apply to both methods mentioned above:

1. You will receive a Pac Code via SMS (Method 1) or email (Method 2). This message will contain the Pac Code as well as an expiry date;
2. This message / Pac Code can now be forwarded to your visitor;
3. Your visitor can punch this code together with the # key into the new keypads (Gold) and gain access at the main entrance gate as well as the relevant inner lane boom that leads to your home;
4. The same code will be used to exit the main gate and should therefore not be deleted or forgotten as the system will not be able to resend a Pac Code;

5. The code will be valid for 24 hours after it was first used to enter the main gate and can be used only once – **PLEASE NOTE:** The code will be valid for 1 day after date of issue;
6. You will receive a SMS when your guest enters through the main gate and again when they exit.

When you expect a number of guests at a time, you can make use of the web application (Method 2) to generate bulk codes by clicking on the “Add Visitor” button. When you have entered all your expected guests’ details and cell phone numbers, click on “Submit” and all the Pac Codes will be sent to your guests via SMS and to you via email.

We are currently in process of designing an Android and IOS application that will also be used to generate Guest Codes in the future. Updates will be provided as soon as the application reaches the Beta state of Development.

Unannounced / Unexpected Visitors:

When an unannounced / unexpected visitor arrives, their driver’s license and license disc of their car will be scanned; the resident will be contacted to clear the visitor and a Pac Code will be generated for him/her. Steps 3 to 5 will also apply to an unannounced visitor and the code will only be valid for **24 hours** upon first use. **Please note that the PAC code will be sent to the visitor’s phone so the correct number must be provided by the guest.** Both the visitor’s driver’s license and vehicle license must be valid to enter the Estate.

If a visitor does not exit the Estate before the expiry date (after 24 hours), they will need to report to security, as well as be verified with the relevant resident before the visitor will be allowed to exit the main gate.

Please note that this creates a time consuming procedure and causes unnecessary delays at the main gate and we therefore urge you to make use of this effective system.

You are welcome to contact Danie Bosman, Security Technical Manager on 082 894 9858 / danie.bosman@valdevie.co.za if you need any assistance in this regard.

Access Control

11. Question:

How is guest access handled for house visitors, contractors and special functions at the Club/Restaurants/Boma?

Answer:

All visitors and guests to the Estate are ‘vetted /verified’ with the respective homeowner /head of department being visited before access is granted. Once confirmation is obtained the guest /visitor is then scanned in. The scanning process entails scanning the drivers’ license of the person driving the vehicle and scanning the license disk of the vehicle. On scanning in a guest, a onetime PIN code is generated which permits the guest /visitor to access the main entrance booms and the internal booms on the Estate to access the required area, this PIN code is then also used to exit the Estate.

Golfers

The Golf Shop provides the security department with a 'daily tee sheet' which indicates the golfers who have booked to play a round of golf at Pearl Valley. On their arrival, they are 'vetted' against the tee sheet and scanned in for access. Should a golfer arrive 'unannounced' they are verified with the Golf Shop and then scanned in for access.

Polo Club /Pavilion /Clubhouse visitor

Any guest/visitor arriving to go to the Polo Club, security will contact the respective person or head of department been visited, once this is confirmed the guest is scanned in. If there is a function been held at the Polo Club /Pavilion, a guest list or function sheet is provided to the security department so the respective guests /visitors can be verified, scanned in and access granted.

Boma

For guests arriving wishing to enter the Estate to go to the Boma they must also be confirmed with the 'organizer/homeowner' of the function being held at the Boma to access the Estate, unless a guest /function sheet is provided. These guests are then also scanned in to access the Estate.

Home Visitor (not pre-approved)

On guest arrival for a homeowner, the respective homeowner is firstly contacted for confirmation of the 'visitor /guest'. Once the homeowner has given permission the guest is scanned in and permitted to access the Estate. There are times when homeowners supply guest lists if they are having a function at their residence and do not want to be phoned for every guest that has arrived for confirmation. Guests are then scanned in to enter the Estate. This is why it is so important to amend contact particulars whenever they change.

Stables /Maintenance

All visitors/guests to the stables and maintenance departments are confirmed with the respective person or department been visited. Thereafter, they are scanned in to access the Estate.

Nursery School

All parents /caregivers who have children attending the nursery school located on the Estate, are verified by the school and then enrolled on the access system. Any unannounced visitor who arrives to go to the school is first confirmed where after they are scanned in.

Contractors

Pre-approved main contractors and suppliers are registered with the Estate and enrolled on the access system after been approved. Their employees, sub-contractors

and suppliers must also be enrolled on the access system after been 'vetted /cleared'. They must supply an original and valid South African ID, passport or drivers' license. In the event that an employee /staff member is a foreigner, original and valid documents relating to their identity, proof of residence, work permits, passport etc. must be submitted. In this event, all foreign documentation including asylum, refugee status etc must also be 'cleared /verified' by the South African Department of Home Affairs prior to them being enrolled. Their enrollment is also only valid on the access system for the time period required to do their work. The system will automatically suspend their access after the 'expiry' date is reached.

Where contractors are coming to the Estate to do 'short term' or 'once off' work which is not longer than three days, they do not need to be enrolled on the access system. However, they must supply original and valid identification for every employee or staff member as stated above to be granted access for the day or the minimum of 3 days. They will then in-turn be signed in to access the Estate on confirmation being given /obtained by the respective homeowner or main contractor. In the event of residential emergencies (e.g. burst water pipe) where a plumber must come in and does not have his ID or drivers' license with him, exceptions are made on merit for access after confirmation.

It is important to note that under no circumstances may guest codes be used to allow access for contractors.

Deliveries /Collections

All suppliers doing daily deliveries or collections are confirmed with the respective homeowner / department. Once this is done, the driver is scanned in and the 'crew' if any on the vehicle are signed in. Companies who have contracts or service agreements with the Estate or departments on the Estate, can also have nominated staff/employees enrolled on the access system after being vetted /approved as per the above requirements under contractors.

If confirmation/approval cannot be obtained or the respective homeowner is 'unavailable /not contactable' the guest, visitor, delivery etc. is then unfortunately turned away.

Resident Employees

12. Question:

Is it the HOA Security's responsibility to search resident employees for any unauthorized items / goods from a resident's home when exiting the Estate?

Answer:

It is important to identify that the HOA is a legal entity, which is subject to the laws of South Africa, just as much as any other legal entity is. While we can strive to implement the best possible security measures for our Estate on a collective level, we may not act in a manner that is prohibited in law, or which is plainly unjust. We cannot protect

residents against all social risks, which are inherent in every society, and there will always be aspects over which we have limited control.

Furthermore, while we are always happy to meet and consider the wishes of any resident and their representatives, the final decision as to how to deal with the matter rests with those appointed to do so by the majority democratic vote of the Association as a whole. In making such decision we must consider all legal implications for the HOA, and the public.

Our right to exercise security controls must be exercised with care. Our actions are tempered by the rights of others, including the rights of visitors to the Estate. We must respect the honour and dignity of all individuals who come onto the Estate, on an equal basis. If we weigh up our visitor's rights to honour and dignity, we feel it far outweighs any individual resident's feeling of comfort about the security of their personal effects, which effects are material in nature.

Once the HOA's access security process has been completed and complied with, there is no rational basis or contractual right for the HOA to search individuals. You, as the employer concludes an employment contract with your resident employee and therefore take the responsibility for that appointment. The HOA has no contractual right (not being a party to that agreement) to search or do anything to your employee, unless your employee does something that breaches our Estate Rules. Therefore, there would have to be a substantive objective or reasonable basis for suspicion to search said individual, and to do so without such a basis would be wrong and unjustified.

Long Staying Guest/Visitor

13. Question:

How do I enroll my long staying guest/visitor for biometric fingerprint access?

Answer:

Please follow this procedure to enroll a guest/visitor staying for four days and longer:

- Home Owners must complete and sign **section 1** of the Visitor Enrolment form. **Section 2** must be completed with the guest/visitor's details.
- The guest/visitor's signature is required on the first page under **"Acknowledgement by Visitor"** as well as on the second page under **"Signature of Applicant"**.
- Once the Visitor Enrolment form is completed and signed by both parties, the guest/ visitor can visit the Berg River Registration Centre with the **original** Enrolment form and an ID/ Passport for verification purposes or;
- Submit the completed Enrolment form and a copy of the guest/visitor's ID/Passport to the HOA office to create a profile:
 - Val de Vie guest/visitor – Estelle.conroy@valdevie.co.za
 - Pearl Valley guest/visitor – Daphne.smith@pearlvalley.co.za
- On arrival the guest/visitor can get their fingerprints scanned and picture taken at the Berg River Registration Centre.

Notes:

- The Visitor Enrolment form is available from the HOA office or the Berg River Registration Centre.
- The Berg River Registration Centre is located on the R45 at the Berg River main gate. Their office hours are Monday to Friday from 8:00 to 17:00. Closed over weekends and on public holidays.
- Guest/visitors do not have access to the Estate's recreational facilities. Only fingerprint access through the main gates.

Golf**Club Membership****14. Question:**

What benefits does the Pearl Valley Club Membership include?

Answer:

- 10% discount on food & beverage items and merchandise in The Golf Shop;
- Preferred green fees for member and guests (maximum of 7 guests per day - 3 accompanied guests and 4 unaccompanied guests);
- Complimentary use of golf practice facilities with range balls;
- Access to Member's Practice Range;
- Access to Member tee times;
- Access to Member competitions;
- Optional affiliation and handicap services at a cost of R825 (VAT included); and
- Jack Nicklaus reciprocity (subject to election of affiliation and handicap service).

** Please note all fees are subject to change*

Online Golf Reservations**15. Question:**

What is the registration process for a member to enable use of the online golf reservation system?

Answer:

Access to the online booking system can be saved as a homepage on your iPad, smartphone or computer. It can be accessed 24/7 to book any tee times (member allocated or social) or to verify tee times and playing partners.

To register on the online booking system, follow these steps:

1. Visit our website - <http://www.pearlvalley.co.za>
2. Click on BOOK A ROUND
3. Click on MEMBER BOOKING
4. All first time users will need to register in order to access the member bookings.
5. Click on MEMBER REGISTRATION and enter your member number, first name and last name as they appear on your Membership statement.

6. Once you have registered and validated your account, you will be asked to create your own username and password. You will only be asked to do this once.
7. Log in using your username and password. Check the box to stay logged in.
8. Go to TEE TIMES, then click on TEE SHEET.
9. At this screen you will be able to search, book and view available tee times.

You will find the booking system easy to navigate, but should you have any questions or have difficulty to register – please contact Raquel.vanderWesthuizen@pearlvalley.co.za

Compliance and related topics

16. Question:

What processes and mechanisms are there for questions and dispute resolution.

Answer:

Any questions may be referred to the Estate Manager via email at:

estatemanager@valdevie.co.za.

In respect to any disputes, the Trustees have adopted an internal disputes process, whereby disputes are dealt with in a fair administrative manner. For any further information in this regard, please contact the Compliance office at; 021 863 6199, or send an email to Daphne.Smith@valdevie.co.za.

General

Sub-committees

17. Question:

Which sub-committees are there on the Estate?

Answer:

Corporate Governance
Finance Committee
Security Committee
Building and Aesthetics Committee
Facilities Committee
Amalgamation Committee
Landscaping Committee
Sport Committee
Golf Committee
Social Committee

Open invitation to offer participation on the committees

Committee purpose – to broaden management base/ additional forum for HO participation

Individuals with relevant skills and experience in specific fields

Mandate is advisory to trustees

HOA Trustees

18. Question:

Who are the current HOA Resident and Member Trustees?

Answer:

Pearl Valley

Craig Ekermans, Reghard Goussard, Mike Serrao, Gerhard van der Merwe (Golf Club Captain) & Wayne Waldeck

Val de Vie I

Phillip Brand & Clifford van der Venter

Val de Vie II

Jonathan Bloom, Ayi Kyriacou & Stephen Whitehead

Rainwater Tank

19. Question:

Which guidelines apply if you are looking to install a rainwater tank?

Answer:

- Underground grey- and rainwater tanks must be installed at new homes.
- Above ground retro fit grey- and rainwater tanks have to be as inconspicuous as possible and where it is visible from the road, golf course or polo fields, it has to be screened accordance with the architectural guidelines.

20. Question:

What procedure should be followed when installing a rainwater tank?

Answer:

- Notify the HOA Building Control Officer where the tank will be positioned and what type of tank will be installed.
- On inspection, the HOA Building Control Officer will confirm the positioning of the tank.
- Once approval has been granted in writing, the installation may commence.
- Please contact Frans Wium on BCO@valdevie.co.za / 083 261 0880

House Number

21. Question:

Who do I contact for a house number?

Answer:

Please contact Lindy Stemmet on 021 863 6100 (Ext 6122) to arrange for a house number.

Artificial Grass

22. Question:

Which guidelines apply if you are looking to install artificial grass?

Answer:

The popularity of artificial lawn has increased dramatically during and following the drought. We have received many requests for permission to allow synthetic lawn and after some discussion and reviewing various installations we would like to confirm the following:

Any proposals to install synthetic lawn to replace existing planting which cannot be maintained due to the drought must be submitted for approval prior to installation. The submission must be by way of a scaled drawing providing full details of the proposed type and extent of the installation, these submissions be made electronically to the Building Office (BCO@valdevie.co.za). The submissions will follow the same process and schedule as the building plans but will not attract any submission fee while the condition of the gardens is being remediated.

The criteria for evaluation of the proposals will be:

Synthetic lawn is not permitted between site boundaries and road verges i.e. on any land falling outside of the individual erven.

Any synthetic lawn ahead of the house or fronting to any public area shall have the edges to the roadway or public space concealed by use of low walls, dense planting or stone bands such that the edge of the lawn is not readily visible from any public area.

Any area of synthetic lawn is to be suitably divided into smaller panels using, beds, pavers or similar divisions to reduce its visual impact and integrate it into the established geometry of the garden.

Municipality Service Fees

23. Question:

What monthly service fees does the Municipality charge?

Answer:

With Drakenstein taking over the collection of refuse on the Pearl Valley side of the Estate there have been numerous questions from residents related to the charges levied by the Municipality on their monthly statements. In terms of the Drakenstein Municipal Tariff Structure an availability charge and a service charge are levied on properties within the municipal boundary.

The original development approval obtained from Local Council did make provision for the Municipality to perform refuse removal services on Pearl Valley and charge relevant fees in respect thereof. However, they had never been able to implement the service at Pearl Valley since their garbage trucks were considered too large and could not operate

adequately on the Estate's relatively small turning circles. As a result, Drakenstein were happy for us to outsource the service to a private contractor at the time.

Additionally, the original development approval also referred to a "central point of refuse collection on the Estate". This has understandably been a huge point of contention between the Estate and the Municipality for many years, as the final layout and design of the Pearl Valley Estate did not make provision for such a location, and we wished to avoid a situation where residents would be forced to transport their weekly refuse to a point of collection. This has luckily been resolved (in our favour) during final negotiations.

In June 2018, Council implemented the Refuse Availability charge in line with the Drakenstein tariff structures. This charge was implemented from 1 July 2018, and would have been picked up by some residents when analysing their monthly utility bill. A separate collection charge will reflect in addition to this charge from 1 October 2018, being the effective date that Drakenstein has taken over the actual refuse removal services, and the date from which the private contractor's services has been terminated.

The final 2018 PVHOA budget did make provision for the services of the contractor to be terminated at the end of December 2018, so the fact that the final handover date has been brought forward will lead to small saving for the HOA, which would serve to bolster reserves.

Basic Water Charges

24. Question:

What are the basic charges for water?

Answer:

Drakenstein Municipality does not read individual water meters on the Estate. This function is outsourced by the HOA to Voltano Metering.

Water (VAT excluded)

1. Drakenstein Municipality basic charge per connection: R50.40
2. Voltano metering charge: R40 (automated meter readings per water connection point, water balancing)

Fibre-to-the-Home

25. Question:

Who is involved in maintaining and providing Fibre-to-the-Home services to residents of the Val de Vie Estate?

Answer:

Fibre Network Operator (Huge Networks)

Huge Networks, as the Fibre Network Operator (FNO), provides the "road-way" for ISP's that want to deliver services to their clients on the estate.

The duties of Huge Networks include the following:

- Maintaining enough backhaul capacity between the estates and the Data Centre in Cape Town,

- Maintaining enough backhaul capacity to deliver desired services across the estates,
- Maintaining headend equipment that powers the signals over the fibre optic network,
- Maintaining client-side fibre terminating equipment, namely the modem only.

Internet Service Providers

Internet Service Providers (ISP) provide an Internet service by making use of the “Roadway” that an FNO provides. The ISP’s are responsible for the following:

- Service pricing (uploaded on Huge Fibre Portal),
- Ordering a service with the FNO (Huge Fibre Portal),
- Installing the client router (this plugs into the client side terminating equipment provided by the FNO referred to as the modem under FNO),
- Maintaining the after sales relationship with the client (upgrades, downgrades, support, etc.),
- Client Support and Billing.

Huge Networks also provides ISP services across the greater Val de Vie estate, and therefore is also responsible for the same items as any other ISP for its clients.

Current ISPs for the estates:

- Huge Networks (Supported by Netclick)
- OPIX
- Vodacom

Please refer to [this document](#) from Huge Networks for more information about Fibre-to-the-Home.

The Acres

26. Question:

What is the current status of The Acres development and will it be incorporated into Pearl Valley?

Answer:

The Acres is located on the Southern border of the Pearl Valley Jack Nicklaus Signature golf course. The development has been approved and civil construction is underway.

The Acres will be incorporated into the Master HOA. By not voting in favour of the Pearl Valley proposed constitution at the SGM in 2019, the members have effectively voted against the incorporation of The Acres into Pearl Valley.

Membership of the Club shall be mandatory for every owner in The Acres. Such membership will commence with the transfer of a stand into the name of the owner. As a result, the membership policy at The Acres is in line with that of Pearl Valley.