



Klaradyn

INFORMATION BROCHURE

FOR

RESIDENTS

INDEX

	<u>Page</u>
1. Requirements for Accommodation	3
2. Items to have in your Possession	3
3. Useful Telephone Numbers	3
4. Activities	4
5. Electricity Purchases	4
6. Levies	4
7. Card Facilities	5
8. Access Control	5
9. Stickers for Vehicles	5
10. Garden & Domestic Workers	6
11. Parking and Speed Limit	6
12. Postal & Newspaper Deliveries	6
13. Home and Garden Refuse	7
14. Frail Care Centre Facility	8
15. Home & Private Carers	8
16. Clinic Services	8
17. Medical Emergency Number	8
18. Crisis Number	9
19. Doctor Visits	9
20. First Aid Products	9
21. DSTV Package	9
22. Restaurant / Meals	10

23. Meal Deliveries	11
24. Klaradyn TV Channels	11
25. Changes or Additions to Buildings	11
26. Contract Workers	12
27. Painting of Exterior Walls or Roofs	12
28. Water Tanks	12
29. Water Meter & Stopcock	12
30. Water Usage	13
31. Gardens	13
32. Laundry	13
33. Hairdresser	14
34. Lounge & Ladies Bar	14
35. Library	14
36. Available Transport	14
37. Garden Benches (private or common areas)	15
38. Pets	15
39. Planting of Trees	15
40. Braai Area	16
41. Fences	16
42. Utilization of Venues	17

1. REQUIREMENTS FOR ACCOMMODATION

Only residents over the age of 50 may live permanently in the Village. Two (2) people are allowed in a one (1) bedroom home and four (4) people in a two (2) bedroom home. If visitors stay for more than a month, permission must first be obtained from the Executive Committee.

2. ITEMS TO HAVE IN YOUR POSSESSION

Please ensure you receive the following from the owner or estate agent:

- ✓ Constitution
- ✓ Code of Conduct
- ✓ Electricity card
- ✓ Panic button
- ✓ Remote control for the exit gate
- ✓ Remote control for garage

3. USEFUL TELEPHONE NUMBERS

- ✓ Admin Office - 021 981 4776
- ✓ Crisis Number – 082 583 3531
- ✓ Care Centre Facility - 021 980 5280
- ✓ Kitchen - 021 981 2676
- ✓ Security - 021 981 6887
- ✓ Medical Emergency Number – 064 776 5700 (or RED panic button)
- ✓ NetVendor – 031 109 0001/support@netvendor.co.za

4. KLARADYN ACTIVITIES

Klaradyn Active	Hettie Swanepoel	083 709 7043
Gym & Line Dancing	Betsie Heyns	082 512 0988
Carpet Bowls (R15p/m)	Roy Peacock	082 226 5068
Rummikub (R20p/m)	Erina Nel	021 981 8500
Bingo	Claudette Cheney	072 125 1497
Care group	Maretha van Wyk	083 338 0225
Interchurch events	Lood Ackerman	082 673 2105
Book Club	Santie	082 444 4343

5. ELECTRICITY PURCHASES

Purchases can take place through various channels for instance at Reception, online via a mobile application or at any EasyPay merchant such as e.g. Checkers or Pick 'n Pay. Ensure you have your electricity card or meter number with you during purchases. Purchasing electricity at Reception remains the cheapest option to our residents.

6. LEVIES

Accounts are sent out monthly. Please arrange for a stop order at your bank. Levies must be paid on or before the 7th of each month. Levy includes 4 weekday meal vouchers per person and must be collected at Reception. Tenants must ascertain whether their rent includes these meal vouchers.

Banking details for Home Owner's:

BANK: Nedbank
ACC NO: 1232 107 565
BRANCH: Brackenfell - 103310
REF NO: Initials, Surname, Erf number

Banking details for Apartments:

BANK: Nedbank
ACC NO: 1152 879 669
BRANCH: Brackenfell – 103310
REF NO: Initials, Surname, Name & Number of flat

7. CARD FACILITIES

Debit- and credit card facilities are available at Reception.

8. ACCESS CONTROL

We have strict access control measures in place. Drivers of the vehicles will be required to present his/her *driver's license*. Residents must ensure that their contact numbers are up to date at all times to ensure that security can contact residents prior to allowing a visitor entry into the Village. ***All visitors, workers and pedestrians MUST present proof of identity to gain entry to Klaradyn!***

9. VEHICLE STICKERS

Residents must apply for a sticker at Reception. This sticker must be displayed on the top right-hand corner of the windscreen (driver's side).
NB: only applicable to residents!

10. GARDEN- AND DOMESTIC WORKERS

All garden- and domestic workers must be registered with our security. An entry permit is issued to all garden- and domestic workers on a daily basis who need to enter the Village. This permit **MUST** be visible at all times. Workers must ensure that they have left the Village by 18:00 on weekdays and 16:00 on Saturdays. Workers may not wander around in the Village. Workers may make use of the ablutions situated at security. Kindly provide toilet paper. The key is available from the Security and must be returned immediately after use.

11. PARKING & SPEED LIMIT

Parking on lawns and pavements are prohibited. Maintain the **30km/h** speed limit within the Village and request your guests to also adhere to these rules. Please obey stop signs and the one-way signs between the apartments and garages. Apartment residents must please ensure they park in their allocated parking bay. Caravans, vehicles, etc. may only be parked in the Village for a period not longer than 7 days. Traffic police may enforce the traffic law in the Village.

12. POSTAL & NEWSPAPER DELIVERIES

Post and *Die Burger* is delivered directly to the resident at his/her address inside Klaradyn. Other newspapers are delivered to Security and must be collected there. On Wednesdays, you are welcome to collect your free copy of the *Tygerburger* at Security.

13. HOME- & GARDEN REFUSE

House refuse placed in plastic bags and **recycled refuse** (i.e. plastic, metal, paper and glass) placed in transparent bags are removed early on Mondays. Carton boxes must be flattened and placed under the bag/s. These bags must be tied properly and may under no circumstances be placed in your driveway before Sunday evenings. **NB: no** other refuse may be thrown into recycling bags.

Either black or green bags may be used for **garden refuse** which are removed on Tuesdays. **No** other rubbish may be mixed with garden refuse. These bags may under no circumstances be placed in your driveway before Monday evenings. Garden refuse too large for a bag must be cut into 1m lengths and tied together.

***NB:** All refuse must be kept clear from street level view until it is ready to be placed in your driveway for removal.*

Newspapers and magazines must be placed into the green bin provided at the parking lot behind the kitchen. No items may be placed next to the bin. The income from this is donated to the Care Facility.

Electronic refuse i.e. globes, tube lights, batteries, ink cartridges etc. must be disposed of in the red wheelie bin provided in the courtyard outside the kitchen. No packaging material may be placed inside this red bin.

There are wheelie bins placed outside the apartments for **house refuse** and for **paper, glass and nappies** respectively. Kindly ensure that you place the correct waste into the correct bin.

14. FRAIL CARE FACILITY (MEDCROWD)

This facility is available to frail persons who needs full time care/assistance. Kindly contact Sister Rossi @ 021 980 5280 should you be interested in this specialized service.

15. HOME- & PRIVATE CAREGIVERS

Home caregivers are outsourced. Should you employ a private caregiver, then his/her details must be made available to the Administration Office. This person must also be registered. Living-in caregivers will also be taken into account for compulsory meals when it comes to levy payments.

Residents are welcome to outsource their choice of service provider. Herewith a list of some providers in Klaradyn:

- Siphwo Health Care – 072 109 1088
- Sr. Susan Heynemann Frail Care – 082 804 7542
- Creative Wellness - 083 229 7511

16. CLINIC SERVICES (MEDCROWD)

A clinic service is available to all residents of Klaradyn. Kindly contact Sister Kokot at 021 980 5280 should you wish to make an appointment.

17. MEDICAL EMERGENCIES (MERS)

The number for all medical emergencies is – 064 776 5700 or you can press the red panic button. Klaradyn's emergency services are outsourced

to the Halt Group/MERS. Further information and application forms are available at Reception.

18. CRISIS NUMBER FOR AFTER-HOURS

Should you for example experience a burst water pipe after office hours, you may contact the crisis number for assistance on [082 583 3531](tel:0825833531). Please note that this does not include medical emergencies or electricity purchases.

19. DOCTOR VISITS

Dr. Ferreira visits Klaradyn on a weekly basis. Visits are done by appointment only. Contact their consulting room at (021) 982 6152 to make an appointment.

20. FIRST AID PRODUCTS

Should you require any first aid products, kindly contact:

Helen Steenkamp 072 226 1074

Maretha van Wyk 083 338 0225

21. DSTV PACKAGE

Residents can subscribe to the DStv package available, however, please note you must supply your own DStv dish and decoder. Further information may be obtained at Reception.

22. RESTAURANT / MEALS

The restaurant is open daily for lunch, except on Saturdays, Good Friday, Christmas Day and New Year's Day. As soon as the menu has been finalized, it is e-mailed to residents and copies are also placed in the foyer for those who do not have access to e-mail.

Weekly Meal Reservations (to eat in the restaurant or take-aways):
Reservations must be made by 09:00 on the day concerned. The reservation's book is available in the foyer.

Sunday Meal Reservations (to eat in the restaurant or take-aways):
Reservations must be made by 14:00 on the Friday. The reservations book is available in the foyer. Should a meal voucher or a weekday coupon be used, the difference must be paid in cash on the day concerned.

Mealtimes: Weekdays at 12:30
 Sundays at 11:45 or 13:00 (two sessions)

Take-away Meals: Place the containers with the correct coupons in a clearly marked bag on the table behind the counter in the restaurant. Should you bring these prior to office hours, please use the entrance to the Care Facility and leave it on the cupboard in the passage.

Collection of Take-away Meals: Weekdays from 11:30
 Sundays from 11:00
 After hours on the cupboard in the
 passage outside the Care Centre.
 Use their entrance.

Additional coupons may be purchased at Reception. Meal vouchers are valid for 3 months.

23. MEAL DELIVERIES

Should you wish to make use of this service, kindly contact Beranese Jansen van Rensburg on 082 646 1901.

24. KLARADYN TV CHANNELS

The following TV channels are available at Klaradyn:

Channel 1	-	SABC 1
Channel 2	-	SABC 2
Channel 3	-	SABC 3
Channel 4	-	e-TV
Channel 5	-	Security Entrance
Channel 6	-	Music Channel

Mondays	-	Afrikaans Movie
Tuesdays	-	Midsummer Murder Series (each week a new episode)
Wednesdays	-	Music
Thursdays	-	English Movie
Weekends	-	Music

25. CHANGES OR ADDITIONS TO BUILDINGS/HOUSES

No changes or additions to the outside of any building/house may occur without prior approval of the Executive Committee and City of Cape Town.

26. CONTRACT WORKERS

A document that contains the conditions that contractors must adhere to whilst conducting work at any premises within Klaradyn, is available at the office.

27. PAINTING OF EXTERIOR WALLS & ROOFS

Below the details should you wish to repaint your exterior walls or roof:

EXTERIOR WALLS:

Colour	Ti Clad Linnen
Supplier	Titanium Paints, William Dabbs Street, Brackenfell
Contact Details	(021) 981 0220 or info@titaniumpaints.co.za

ROOFS:

Colour	Rustic Spice Roof
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28. WATER TANKS

Written applications must be made to the Manager prior to installation. Only the brown Slim 1000ℓ tanks are allowed. Water tanks must be installed clear from street level view.

29. WATER METER & STOPCOCK

Please ensure you are aware of where your apartment/house's water meter and stopcock is located in case of an emergency.

30. WATER USAGE

Water readings take place monthly (14th – 18th). Residents who exceed 10kℓ per month consumption, will be invoiced according to the published municipal tariffs and held liable for payment. Said costs will appear on your levy account. Should water restrictions be enforced by the City of Cape Town, then Klaradyn will also apply those restrictions within the Village. Klaradyn may also enforce water restrictions should the need arise – this information is available at the office.

31. GARDENS

In accordance with the Constitution, owners, as well as tenants, are responsible for keeping gardens tidy and maintained at all times – to such an extent that it is acceptable to the Committee and a feast for the eyes of anyone who enters the Village.

Should a house be vacant for more than a month the owner/resident must contact the Office for an arrangement with Garden Services (Mr. Mel Carlson) to maintain the garden at an agreed upon tariff.

32. LAUNDRY

The laundry is situated in the courtyard behind the kitchen. Coupons for both the washing machines and tumble dryers are to be purchased at Reception. Kindly ensure the laundry door is closed and lights are switched off when you leave.

33. HAIRDRESSER

A qualified hairdresser has a salon in the Administration Building. Coupons can be purchased at Reception.

Kindly contact Chrizel Coetzee @ 076 089 1633 for appointments.

34. LOUNGE & LADIES BAR

The lounge is open during lunchtimes on Wednesdays, Fridays and Sundays. A corkage fee is applicable should you wish to bring your own wine.

35. LIBRARY

Books may be borrowed from our library situated in the Administration Building. This service is only available to Klaradyn residents. Please ensure that all items borrowed, are returned as soon as possible for the use of other residents.

36. AVAILABLE TRANSPORT

There is a vehicle available for the use of residents. Costs and further information is available at Reception.

37. GARDEN BENCHES

Residents are welcome to place a garden bench in their yard or to donate a garden bench to the village so that it can be placed in a common area. Please contact the office for the specifications with regards to garden benches in the village.

Herewith the specifications re. garden benches:

- Benches must stand on cement blocks of 450 x 450mm (require 8 of these blocks)
- Benches must consist of durable material, i.e. recyclable plastic or cement.
- Benches must require low maintenance

NB: The person who donates a bench is responsible for the purchase of these cement blocks.

38. PETS

Residents may only keep cats and small dogs on properties which were identified as such during the purchasing thereof. These properties are 16407-16452 and 16556-16558.

39. PLANTING OF TREES

A list of approved trees that may be planted within the Village is available upon request from the Admin Office.

40. BRAAI AREA

The braai area is preferably for the use of our apartment residents, but may be made available to other residents via an application to the Admin Office.

Reservations are to be made at Reception. R100 deposit is payable should you wish to make use of the bathroom facilities.

The braai area must be clean and tidy by the morning after its use.

41. FENCES

The following standards have been put in place should a resident wish to erect a fence in their backyard:

- Prior to the construction of a fence, approval granted by the Executive Committee must be requested in writing, accompanied by a sketch plan and copies of written approval from all the surrounding neighbours.
- Fence height may not exceed 1.8m.
- Openings/Spaces between panels (planks) may not exceed 30mm.
- Only properly treated wooden material may be used. Cane is not allowed.
- Panels may be erected horizontally or vertically.
- Fence/Wood must be varnished (any colour of your choosing).
- Fence/Wood must be sanded and varnished annually.

41. UTILIZATION OF VENUES

A venue is available to residents for i.e. church services, funerals, etc. Bookings must be made with Reception and Orange Blossom must be used for all catering requirements (depending on Covid-regulations).

MAY 2022