

KINGSWOOD BUZZARD

OFFICIAL NEWSLETTER OF THE HOMEOWNERS ASSOCIATION



ISSUE 6 DECEMBER 2021



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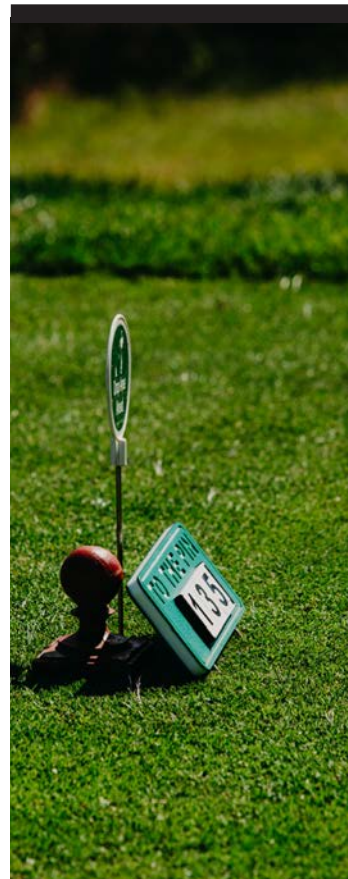
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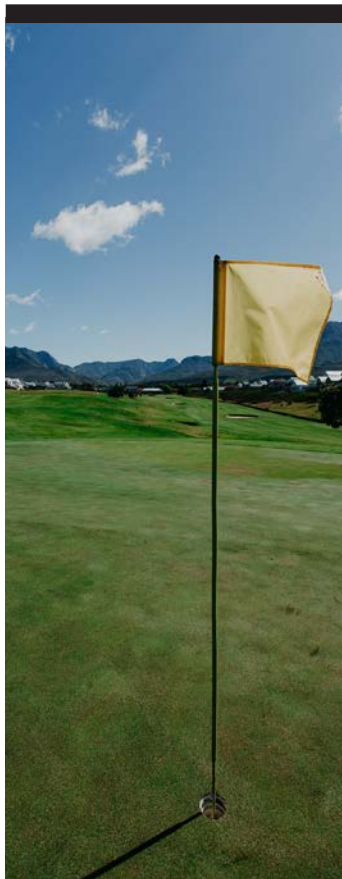
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WE ARE PLEASED TO HAVE INCLUDED THEM IN THIS EDITION

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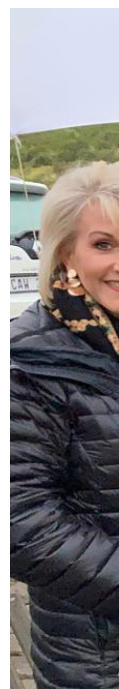
From the CEO

Welcome to our final edition of the *Kingswood BUZZard* for 2021.

Christmas is in the air and everybody is rushing to finish the year before taking a well-deserved break with friends and family. Our beautiful estate will be ready, mostly, to welcome your guests and family when they visit.

The reason I say 'mostly' is because we are still doing our level best to repair all the damage caused by the flooding of 22 November and 6 December. More detail will be shared regarding the damage and repairs later in this issue.

As this year draws to a close and the New Year is looming, what can we say about 2021 that has not already been said on the news and social media? This year had, especially for the estate, some wonderful successes (more about these later in this newsletter), but it also had its challenges. By now we are all sick and tired of Covid and the devastating effect it's had on our economy, so no more about that.





This year has seen riots in KwaZulu-Natal and Gauteng, which, as a consequence, caused the SASRIA insurance to skyrocket. We've seen a mixed bag of sporting successes and disappointments, all while the world was anticipating 'the next wave' to put a stop to the festivities. We saw the municipal elections taking place on 1 November, with the customary coalition talks afterwards, and to top it all we were faced with a massive fuel price increase shortly before December.

Enough of the depressing stuff!

The teams appointed to repair the most critical infrastructure damage caused by the floods on the estate did an admirable job, considering the fact that this was all unscheduled work to be added to an already full schedule, mere days before the builders' holidays.

We are adequately insured and our respective insurers will cover the cost of repairs. The vehicle subway underneath Plattner Boulevard cannot be repaired this year due to the magnitude of the work

involved. The subway will thus be closed to traffic until repairs are done early in the new year. We apologize for the inconvenience and thank all our homeowners for their patience and understanding while we repair all of the damaged infrastructure. We would like to encourage all our homeowners to inform their visitors and tenants of the house rules of the estate to ensure their and others' enjoyment of our beautiful estate during December.

I would like to take this opportunity to thank the loyal and dedicated staff of the HOA and Kingswood HOA Properties for their hard work this year, sometimes under extremely difficult circumstances – I look forward to working shoulder to shoulder with you in 2022.

The HOA wishes you and all your loved ones a merry and relaxing Christmas and a happy New Year. We look forward to working hard in 2022 to make Kingswood Golf Estate an even better place to live and play.

Kingswood greetings

Willem Jacobs

The Kingswood community gets braaiing ... a good wine was had by all!





KINGSWOOD HOA

FLOOD damage

George tallies general flood
damage in the wake of
raging waters

George measured 105mm of rainfall in a two-hour period on Monday 22 November, which led to extensive flash flood damage to private as well as municipal infrastructure. In total, George measured 148.5mm of rain from 22–24 November – a record in anyone's books, but miraculously without severe injuries or fatalities being reported in the days following the storm.



Golf cart bridge – 13th hole



Collapsed subway wall

By 24 November, George Fire and Emergency Services was aware of 26 formal houses that had flooded, and had identified over 800 families of informal structures as affected by the deluge and requiring assistance.

Although many low-lying roadways were turned into rivers, emergency service personnel responded to only one motor vehicle accident, according to municipal reports released in the days after that fateful Monday.

The importance of insurance can't be overstated

On 9 December, *The BUZZard* chatted to ACII Financial Advisor and Manager at Securitas, Brentia Redelinghuys, about the extent of the claims submitted by George businesses and homeowners to this well-established local firm.

'We are very busy indeed,' said Brentia, 'but there's no time for complaining! This morning alone we insured a truck to the value of R1.7 million for one client, as well as bakkies and other vehicles for three other clients.'

'Claims relating to the damage incurred on 22 November are still rolling in, such as the storage facility of a wine distribution company with damage to the value of R80,000. But this is a relatively small amount when compared to many already registered.'

When asked if the subsequent heavy rains of Monday 6 December had also had a highly negative impact on structures and the like, Brentia said it was nowhere near as dramatic, although existing damage did not exactly benefit from the skies opening yet again.

Infrastructure and equipment lashed

The Kingswood Golf Estate (KGE) claim was being estimated at R2.3 million after the first week in December, and this figure only includes damage to infrastructure, according to Brentia.

When chatting to CEO Willem Jacobs on the second rainy Monday in question, he was awaiting an engineer's report pertaining to damage to the estate. But, as recorded elsewhere in this edition, greenkeeper Ivan van Heerden said that after rigorous remedial work, the course is now in great shape and ready for seasonal visitors to enjoy.

'A hardware store claimed R500,000 after losses suffered when cardboard containers were drenched, leaving stock exposed to rising water levels. Although the products weren't destroyed or even damaged, these items can't be sold without their packaging. Part of the equipment included 12 brand-new geysers that were wrapped and positioned upright. When flooding upended the geysers,



Mayor Leon Van Wyk and team



Kingston Road



Low water bridge phase four



Saasveld Road



Golf cart bridge 13th hole

they were literally floating about in the building. Electrical components were most probably damaged, but this couldn't be tested, so all 12 geysers had to be written off.'

Brentia says that the floors, carpets and cupboards of many homes, especially in George South, had to be replaced. 'Claims for just two of these homes totalled R180,000 and R260,000 respectively, and include damage to the actual buildings.'

Claims by owners of commercial buildings revolved mainly around the roofs, with smaller amounts starting at around R10,000 but going up to around R100,000. Municipal damages to stormwater infrastructure, roads, pavements and the like are enormous and probably not yet quantifiable. 'The real costs will probably only be accurately ascertained in about six months' time, when all claims have been processed.'

Water will have its way

'Older residents exchanged stories during the past weeks to try getting to the bottom of flooding in George South specifically, and they say that many years ago a stream actively flowed through this neighbourhood.

'One look at the dip between York Street and roads leading towards the railway tracks gives credence to this claim. In fact, parts of this natural valley had to be filled in to facilitate laying of the track,' says Brentia.

The suburb now called Groeneweide Park was a wetland many years ago, which again was filled with solid materials to accommodate the building of houses. Owners of homes throughout George South have always struggled to keep damp at bay.

'They say water will always find its original path, where it had flowed before the environment was built up. If one looks at where most of George's flood damage occurred, it's in these southern areas that were once permeated by rivers and streams.'

Brentia says that another reason for damage incurred is the fact that walls and fences are built without leaving openings for water to escape, which leads to damming up. When the wall finally gives, a torrent is released that swoops along everything in its way.

Brentia mentions a development in King George Park which escaped any flooding, simply because special care had been taken during the construction of walls and draining systems.

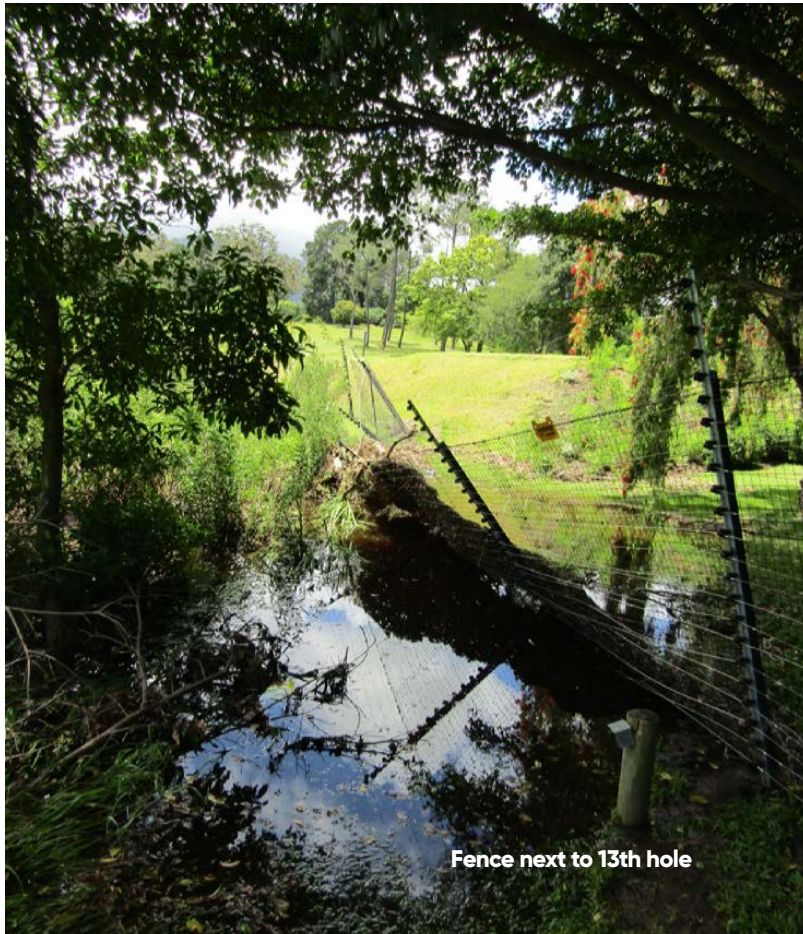
‘But the reality is that all buildings and enclosures obstruct the normal course of water, so heavy rains will mostly result in some form of damage.’

Prevention measures

Brentia suggests starting from the top when preparing your home or business premises for significant rainfall: ‘Clean your roof and gutters, which are often blocked by leaves accumulated there.

‘Re-evaluate your entire perimeter to ensure that there are openings to counter rising water levels. It doesn’t help to block your side to try to prevent the water flowing through from the neighbour’s side – under enough pressure, fences and walls will eventually give way.

‘You would also do well to inspect the curbs and pavements surrounding your property. If any stormwater openings seem clogged with plant matter, it’s imperative to let George Municipality know so that they can clear it away.’



Fence next to 13th hole

Is it a disaster?

In a statement on 7 December, George Municipality revealed that it has applied for relief funding of approximately R750 million from Garden Route District Municipality (GRDM). ‘This does not only include direct relief for flood damage remedial works, but also to alleviate circumstances in vulnerable areas in order to prevent future damage due to disaster and exceptional events. GRDM will forward this to the Western Cape Provincial Government for review and establish whether a disaster is to be called,’ according to the statement.

A breakdown of claims was stipulated as follows:

- * GO GEORGE public bus transport infrastructure damage – R359,983.
- * Civils infrastructure (water, sanitation, roads, stormwater, rivers, clearing of debris) – R311,671,422
- * Electrical infrastructure – R17,700,000
- * Human settlements (damage to existing/prevention against future damage) – R422,231,710.

History repeated

When asking Brentia whether she remembered such destructive floods occurring in George during her years of service in the insurance business, she says that 2006 stands out in the area’s water-damage history.

‘In August of that year, rainstorms caused similar havoc. This was followed by lighter flooding in the two years that followed, when exceptional rainfall figures also caused significant damage, if less so than in 2006.’

We thank Brentia for her time and advice – and if there’s one top takeaway from all the above, it’s to never assume that the heavens won’t open with gusto once again in the very near future. Find your inner Boy Scout and be prepared.



KINGSWOOD GOLF

What's on at
Kingswood this
season ... and how
cool are these
new carts?!



Mobi G COO Stephan Theron with Golf Guys general manager Sean Farrell



Come hell or high water ...

The investment of Kingswood Golf Operations (KGO) in the acquisition of 30 brand-new golf carts did much to lighten the mood of those estate management members grappling with the aftermath of the 22 November flood.

Similarly stoked over this super-mobile addition should be the multitude of lucky Kingswood club members and their guests, who will now whizz across the course in even grander style than ever before.

Offload lowdown

When *The BUZZard* swooped down on Kingswood Golf Estate (KGE) around 9am on Friday 3 December, we were met by the rare and ravishing sight of 30 brand-new Mobi G golf carts in the process of being offloaded from their heavy-duty trailers.

Mobi G COO Stephan Theron had just spent most of the preceding 48 hours behind the heavy-duty wheel, carting the carts from their far away home Middelburg, Mpumalanga. After a welcome overnight stop in Beaufort West, Stephan delivered Kingswood's fleet of uber-agile course runners into the hands of KGO owners Mike Quinn and Liesel Niehaus.



Below: Stephan Theron with Kingswood security officer Anele Mbovu, who assisted in releasing these state-of-the-art golf carts from their trailers after the long haul from Mpumalanga to George (Photos: Esther de Villiers)





Says Mike: 'The estate's existing golf carts have served us well up to now, but these models are a bridge apart – an added bonus being that they are built in South Africa and can be serviced right here in George.'

Fixer in the mix

Golf Guys GM Sean Farrell (sean@golfguys.co.za) was on hand as representative of an unofficial cart-welcoming party, and used the opportunity to meet Stephan in the flesh after extensive long-distance comms leading up to the Mobi G fleet's delivery in the Southern Cape capital.

Sean reiterated the fact that his company was ready and able to assist with any enquiries or service requirements, while reminding everyone of the fact that Golf Guys are Mobi G-accredited agents for the entire Western Cape Province.

'Whereas the golf carts used at Kingswood up to now have been totally adequate, there is no comparison to the access and speed with which proudly South African Mobi G carts can be assessed and serviced,' he said.

'Not only do they boast an array of modern features and performance abilities, but these carts are also a helluvalot cooler than any others available on the market today.'

Golf interrupted

Kingswood greenkeeper Ivan van Heerden was upbeat about the general state of the golf course when chatting to *The BUZZard* on 9 December, saying that his team had done everything in their power to prepare tees, greens and fairways in time for the festive season.

'Notwithstanding the flood damage, the last of which is now being remedied, everything is in tip top shape for our residents and summer visitors to enjoy the Kingswood course. Final finishing touches, such as a fence along the 13th fairway, are being effected as we speak.'



'Damage to the course may have impacted on, say, three days' worth of bookings during late November, but that's negligible compared to the devastating impact of flood damage on the greater George area.'

Ivan said that the local engineering firm had assessed damage to two bridges along the course, in order to inform decisions pertaining to corrective or constructional actions in the near-future pipeline.

But other than those, the course came off lightly and all golf operations are raring to go.

Ten out of 10 for seasonal events

Day two of the George 10s golf leg took place at Kingswood on 2 December, the successful KGE event forming part of a three-day sports feast that also played out at Oubaai and George Country Club, with 10s rugby games taking place at Outeniqua Park Stadium in George CBD.

These seasonal events should now be diarised, and please note that the course will be closed on Christmas Day, Saturday 25 December.

* Saturday and Sunday 11 and 12 December – US Kids Garden Route Local Tour

* Friday 14 January – Mercedes-Benz Sundowner

* Thursday 20 January – ETA College Golf Day

* Saturday 22 January – Kingswood Senior Open

* Thursday 27 January – Mercedes-Benz 9-hole After Work Golf Cup

* Thursday 3 February – Laerskool George-Suid Golf Day

Be festive sans fireworks

Point 9.2 of the KGE constitution (as revised in February of this year) strictly forbids the lighting of fireworks anywhere on the estate. In a statement issued on 6 December, George Municipality echoes this sentiment:

'Due to its associated fire risks, the private use of fireworks, pyrotechnics and crackers is not allowed anywhere in the George Municipal Area at any time. Trading in fireworks is also illegal, and apart from being confiscated, fines may apply.'

Please report the illegal setting off or trading of fireworks to 044 801 6350, or to 044 801 6300 after hours.

General fire emergencies should be reported to 044 801 6311. But Kingswood residents should take note that spotting a legendary cricketer on the course this month does not constitute an emergency ...

However hot his sporting legacy may be, spotting Proteas and IPL cricket legend AB de Villiers (one of the five primary shareholders of Mobi G) on the Kingswood course this season won't justify alerting either George emergency services or the ever-hungry local media. Be cool. As cool as AB's Mobi G golf carts.

 Esther de Villiers



BEST PRACTICE short-term rental

Dot your i's and cross all those t's before letting your home out to temporary tenants

Best practice when it comes to responsible short-term letting at Kingswood Golf Estate (KGE) is always worth a relook, with the summer season now here and the issue invariably resurfacing in what may be billed the making-a-festive-buck context.

Observe these rules for the sake of fellow residents' peace of mind

The regulations pertaining to short-term letting at KGE are stipulated clearly and categorically in the Homeowners Association Constitution. But just in case you're a little rusty on this particular matter, and can't remember where you've saved your copy of the constitution, do peruse the pointers below before embarking on a marketing campaign to rent out your Kingswood abode.

No one expects the Inquisition ...

... but these are the questions you should ponder before booking a classified in the local rag, or going wild on social media to spread the word of your Kingswood accommodation vacancy:

- * Who should you notify before renting out your property or part thereof?
- * Can you market your property on digital platforms like Airbnb?
- * What are the correct procedures around security and access control for short-term tenants?



* What role does the Homeowners Association (HOA) play, and do trustees have responsibilities around short-term rentals?

* Must tenants sign any documentation in addition to their residential lease?

B&B dreams? No thumbs up, no go ...

According to point 8.8 of the Kingswood HOA Constitution, members are not allowed to let their property 'by way of any short-term B&B or self-catering type of activity' without the member and managing estate agent being registered and approved by the Association for conducting such an activity.

'In these instances, the member and/or the estate agent will be required to comply with the Association rules for this activity, which may be modified from time to time.'

Spotlight on agents

Only estate or property agents registered by the Association may be employed in the sale or letting of any property at KGE, and such registration may be withdrawn by the HOA according to discretionary considerations.

'Such agents must operate on a by-appointment basis. They may not erect any for sale or showhouse or sold boards, or any other signboards whatsoever,' according to the constitution.

Another absolute requirement is that agents must personally accompany prospective buyers or tenants to and from the property, arriving and departing from the appropriate security gatehouses.

Agents will be registered only after signing an agreement with the Association, which constitutes a binding agreement and confirms that the agent will abide by stipulated procedures applicable to the sale or letting of property on the estate.

House rules rule

Agents are obliged, primarily, to make any buyer aware of the house rules, constitution, building deadlines and any other relevant considerations applicable to ownership or occupancy.

'Any document prepared by the agent containing an offer of sale or an offer to purchase must include such clauses as the Association may require from time to time to ensure compliance with the matters envisaged in this clause.'

In order for tenants of leased properties to abide by all rules, regulations and requirements, the property's letting agent is obliged to supply the tenants with copies of the constitution and house rules.

Right of admission reserved

Members or their agents are required to give the Association prior notice of any tenants or guests who are to occupy members' properties in their absence. This may be done in writing or by telephoning the office and providing the names of tenants or guests, as well as the exact dates of their occupancy.

Tenants are obliged to register at the offices of the Association within one working day of arrival, and to sign a declaration that they are acquainted with the Kingswood Golf Estate House Rules and Constitution.

Only once tenants have in this way accepted that these rules are binding on them, will they be able to 'legally' move in and enjoy the spoils of this magnificent estate.



GREEN BUILDING

WHY GOING GREEN IS GOOD

When it was announced in November that South Africa had concluded a historic agreement to secure R131 billion for the country's transition to a low-carbon economy, the news was celebrated in international environmental circles. On a national level, estate managers and developers can contribute by building green and maintaining planet-friendly standards.



Whose goal is it anyway?

The goal is to achieve 'net zero' emissions by the middle of this century by accelerating the phase-out of coal, curtailing deforestation, accelerating the switch to electric vehicles, and encouraging investment in renewable energy.

'But,' claims Ciaran Ryan in a recent moneyweb.co.za report on the plan, 'the transition has the potential to negatively impact certain sectors of the economy, such as mining, energy, manufacturing and transport.'

Where does that leave captains of the construction industry?

The culprits

According to the World Green Building Council (WorldGBC), the construction and building industry combined contributes around 40% of total direct and indirect CO₂ emissions globally.

The WorldGBC's Net Zero Carbon Buildings Commitment calls on the construction sector to take action to decarbonise the built environment, inspire others to take similar action, and remove barriers to implementation.

As member of the international body, Green Building Council SA (GBCSA) shares the vision that 'buildings and infrastructure around the world can reach 40% less embodied carbon emissions by 2030 and achieve 100% net zero emissions building by 2050.'





From the cradle

For estate planners keen to get on the green bandwagon, it's imperative to plot each step, from conception and design to the building process and subsequent operation and management.

After following the GBCSA's guidelines for green building solutions and procuring the best alternative energy solutions – rainwater tanks, solar geysers, heat pumps, low-flow plumbing fixtures and LED lighting – ensuring that these fixtures are installed by experts is key.

And that's when the management part kicks in: apart from standards set by the International Organisation of Standardisation, comprehensive global management tools are provided by the Green Estate Environmental Rating Programme (see gbcса.org.za for more information). It is tailored to the needs of the respective owners and operators/managers of residential estates, and offers support and assistance, evaluation by external audits, and incremental recognition that can be improved over time.

Integral areas of evaluation are management systems (including operating procedures and systems); resource management (water, energy, and waste); and community development, which looks at the extent to which members are incorporated into activities of the estate, and whether these activities impact their lives positively or negatively.

Joint effort required

It seems that in construction, as in child rearing, it takes a village (viz: estate) to raise a greener built environment. Also joining forces are those decision makers tasked with plotting the way forward for South Africa. They have a six-month deadline to identify how the world's monetary gift will practically effect a less environmentally toxic country.

'Within a year, a more comprehensive financial plan for reducing Eskom's financial troubles will be proposed, while means of addressing the country's longer-term funding needs to lower emissions will be devised,' says Ryan.

There has never been a better time for our building and related industries to bolster these objectives.



Kingswood's Road to compliance

Kingswood Golf Estate POPIA and PAIA Compliance Preparation Project Overview



The Kingswood Golf Estate (KGE) management team embarked on a POPIA and PAIA Compliance Preparation Project in May 2021 in order to establish appropriate measures for protecting the personal information of homeowners, residents, visitors and other stakeholders in a lawful and secure manner.

Why was the project started?

KGE management understood the importance of protecting the personal information for which they are responsible and for ensuring that a high level of compliance with the Protection of Personal Information Act (POPI Act/POPIA) was achieved. This was particularly important as the enforcement date of the law was drawing near. It was also important that all stakeholders were confident that their personal information was being protected in a professional and lawful manner.



What did the POPIA project cover?

The road to POPIA compliance was travelled using a four-phase methodology, the four phases being the Initiate, Assessment, Consideration and Translate phases.

What were the key aspects of the project journey?

In the Initiate phase, the start of the journey, a project team consisting of the HOA management team – namely Willem Jacobs, Lize Van Heerden, Masadi le Roux, as well as John Cato and Jose Cardoso from specialist consulting firm IACT-Africa – was established.

The project was overseen by Willem as the information officer and project owner. A project charter and plan

were set out in which the key objectives and milestones were defined for the project. These were regarded as the roadmap and rules of the road for the project.

The Assessment phase included the completion of multiple assessments. These were necessary in order to gain an understanding of the status of compliance with POPIA and to identify the impact of POPIA requirements on KGE. Key assessments included:

- Identifying what personal information is held by KGE, where it is stored, who has access to it and who processes it;
- Which service providers provide services that include the processing of personal information and whether the agreements with them include duties for protecting this information;
- Assessing the lawfulness of the processes where personal information is collected, processed and shared – these included new owner, visitor, employee and other stakeholder processes;
- Identifying what contracts and policies were in place in order to assess potential changes or additions to these;
- Assessment of the security of personal information in all its forms, i.e. electronic, hard copy, verbal, etc.;
- An assessment was conducted of risks to personal information, both physical and non-physical risks;
- The KGE website was assessed in order to determine if it met privacy, access to information and security requirements.

The Consideration phase considered the observations and learnings from the Assessment phase and provided recommendations for redressing the shortfalls identified. In other words, a gap analysis report was produced.

The final phase, the Translate phase (the last mile), was conducted in order to translate the recommendations from the Consideration phase into appropriate POPIA and PAIA compliance measures. These included:



- The formal appointment of the information officer, Willem Jacobs, through an appointment letter;
- Establishing a framework of privacy and personal information security policies and notices;
- Applying changes to processes such as new owner, tenant, visitor, contractor and employee registration processes;
- Implementing additional contracts with service providers whose services include personal information in order to ensure that they commit to protecting the personal information they process – these include the security company, IT service providers and property-related service providers;
- Introducing additional employee compliance documents;



- Implementing additional technical measures in the IT systems in order to add stronger information protection;
- Introducing a personal information risk management practice covering physical and non-physical risks to personal information;
- Introducing an ongoing POPIA compliance plan – this is very important as the POPIA project is only the start of the journey for protecting personal information.

What benefits were obtained?

Looking back over the journey, it can be said with confidence that the benefits below have been obtained:

- An appropriate POPIA and PAIA compliance framework has been developed, which will be valuable to KGE from a business practice perspective and as evidence of compliance in the event of an assessment being conducted by the Information Regulator. In practice, KGE has achieved a healthy level of POPIA and PAIA compliance;

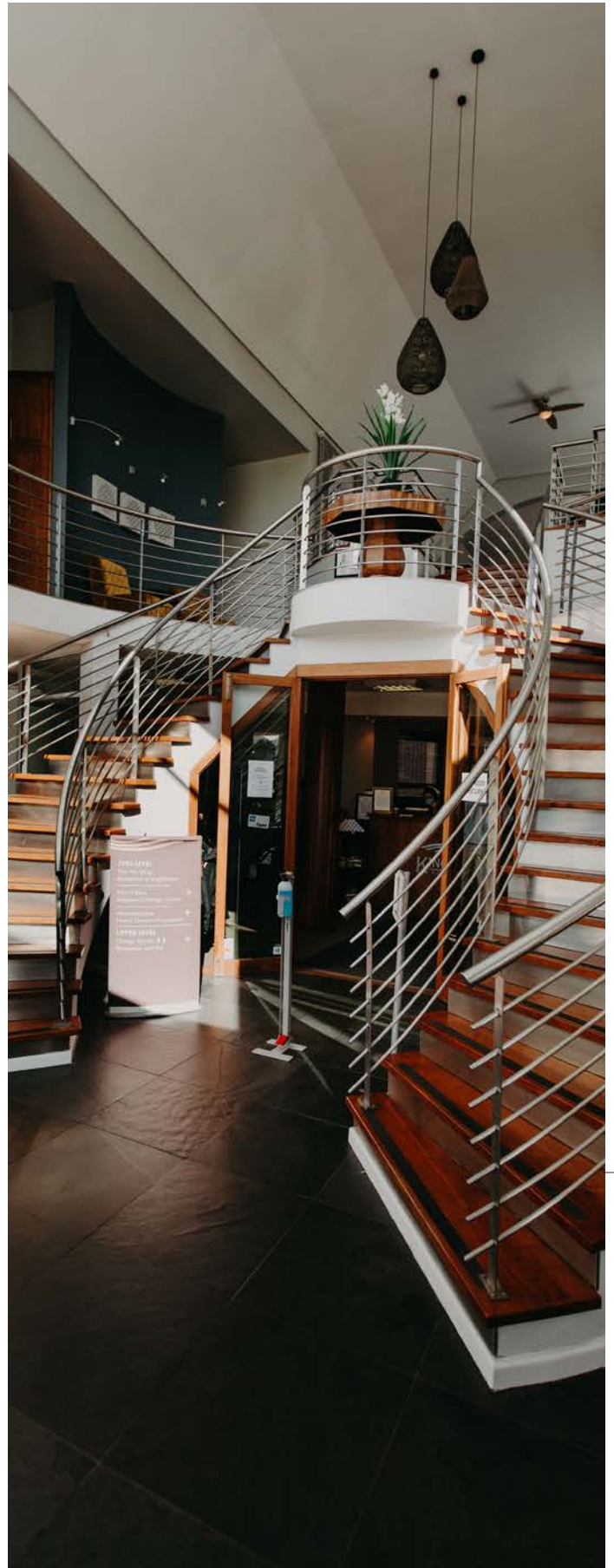




- Enhanced privacy and information security measures have been implemented, which bring benefits in protecting personal information and other information such as financial information;
- Enhanced service provider contact management measures have been established, which will give KGE legal recourse should a breach of personal information occur through deficiencies in the service provider's information security practices;
- Personal information security risk management practices have been introduced, which will increase the scope of KGE's current risk management practice;
- Last but not least, a new way of thinking about handling personal information has been introduced into the KGE HOA team, which will go a long way to giving residents and visitors confidence that their personal information is being protected in a secure and lawful manner.

At the time of writing this article, the KGE POPIA project is more than 90% complete. Once the project has been completed, a POPIA Ready Certificate will be issued by IACT-Africa. Formal training for the HOA team and key stakeholders will also be conducted in the new year.

The successful completion of the POPIA project demonstrates the commitment that KGE management has made to compliance with the new and demanding legislation. It can honestly be said that the road to POPIA compliance has been worthwhile, even if it has seemed tiring and tedious at times.



LOCAL IN LEKKER

JETLINE GEORGE IS IN EXCELLENT HANDS



Deon and Gillian van Greunen

When *The BUZZard* caught up with Deon van Greunen on a wet Monday morning (but not quite as wet as the infamous Flood Monday of a fortnight before ... more news on this elsewhere in this edition), he was just 'moving his boat'.

Was he planning to ford the golf course to get to the clubhouse? Nope, but that's the jovial tone, it seems, of most of Deon's exchanges: light and sunny, he's always ready to 'make a funny'.

Except, that is, when talking about his business – or rather, the business that he and his wife Gillian have built up successfully over the past decade-plus.



'Gill actually started our first Jetline store 12 years ago, so it's all her fault,' chuckles Deon, adding that they run both their George and Joburg stores as partners-in-print. The Van Greunens have owned Jetline in York Street since December 2019, coinciding with their move from Gauteng to Kingswood.

But they have retained their first Jetline franchise and are keeping a long-distance eye on that business from the comfort of their Kingswood abode.

The Joburg store in Stoneridge shopping centre is thriving after 12 years of trading, and is capably run

by a trusted manager. In George, Gill and Deon are intricately involved in day-to-day operations, and supported by a team of five, including designers and front-of-house staff.

Quality is key

When asked about the secret of their success, Deon doesn't think twice: 'Quality printing, and never compromising on customer service. I always urge our team to pick up the phone for that personal touch, rather than correspond per email.'



The van Greunen Family

The brand is owned by John Shalala – a qualified chartered accountant who worked in the financial services sphere before acquiring the trademarks and franchise agreements for Jetline Print franchises in April 2001. He then re-established the brand to become what is now a leading visual communications, multimedia and print service in South Africa. Deon says that John's business acumen and loyalty to owners and shareholders of the country's 40 Jetline outlets have been integral in the success of their stores.

'Centralising the process has truly paid off,' he adds, explaining that all printing is done at five factories located in Wynberg, and couriered daily from Gauteng to Jetline stores in all provinces.

Newest in the company's impressive array of machinery is a state-of-the-art – and particularly extremely tremendously costly! – Heidelberg A1 Double-sided printer, which further enables Jetline to deliver on its 'printing quality on demand' promise.

Peas in a pod

Gill is a horticulturist who studied at UNISA, whereas Deon completed his degree at the University of Johannesburg (formerly RAU). Deon had a short stint as Johannesburg City councillor for Melville when he beat his lecturer by 43 votes in the 1988 election.



This came to an end with his transfer to Pietermaritzburg, which is where the couple's paths first crossed in the early 90s.

Not long thereafter, they hit the skyways to Europe. A three-month adventure ensued – which still has them giggling at an array of happy reminiscences.

'We bought an old Combi and traversed the UK before hitting mainland Europe in our red-and-white home on wheels. Towards the end of our trip, it was smoking so badly that we barely made it back to England,' says Gill.

Deon's qualifications in law, political science and psychology have stood him in good stead throughout his interesting career. After a stint at Unilever, where he met his soon-to-be wife (the Van Greunens celebrated 27 years of wedded bliss last April), he worked at Liberty Life; he then invested in a training company that specialises in behavioural assessments, with its head office in Denver, Colorado.

He has travelled the globe in his capacity as Limra and Loma associate, lecturing in exotic lands such as Sri Lanka,

Korea, Ghana and Mauritius, to name a few. But the Van Greunens are now so contentedly ensconced at Kingswood that they've only visited Joburg once since having made the estate their permanent home.

Procreation and recreation

The couple has two children, both of whom work in Gauteng – which, over the past two pandemic years, has precluded regular family reunions. But the solid bond between Gill and Deon seems to guarantee their harmonious togetherness, be it at work or at play.

'We really do everything together,' says Gill, 'both in our professional lives and when relaxing. We met at work, and we still work together happily as a team, 29 years down the line.'

Both are keen golfers who thoroughly enjoy negotiating the challenging Kingswood course, and they both have several mountain-bike stage races under the belt.

'When considering our move to George, I thought Oubaai would be the place to buy. But the proximity of Kingswood to all amenities and the absence of those winds known to lash courses closer to the coast were some of the factors that informed our eventual decision.

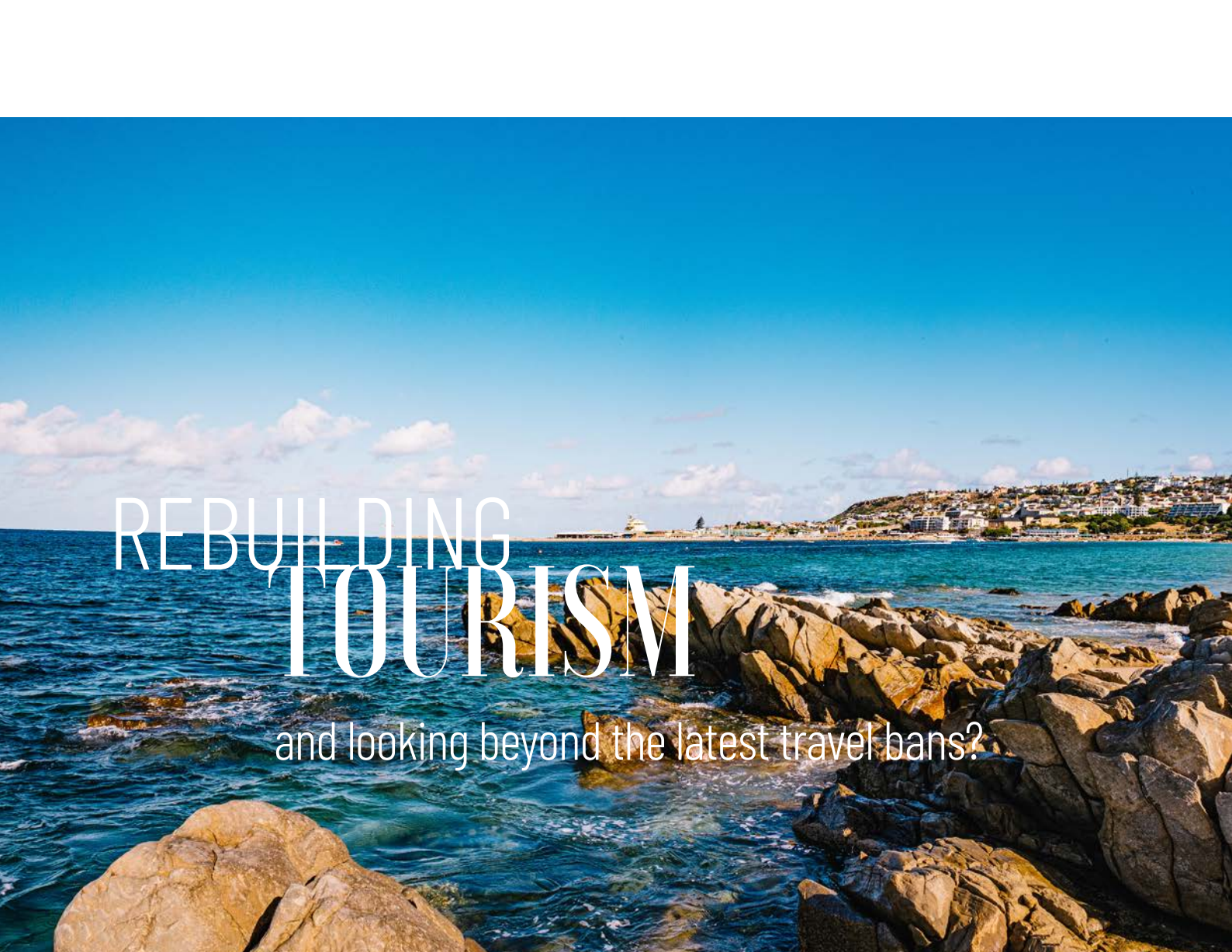
'We've met many kind people during our relatively short time here, when walking our dogs along the estate's pretty paths, when playing golf, and when dealing with management or the friendly staff at the clubhouse,' says Deon.

Having survived two home invasions while living in Gauteng, the Van Greunens also laud the peace of mind underlying their existence in George.

They have never looked back, but they do look forward to meeting you at their Jetline emporium of all things print. Visit www.jetline.co.za for additional information.



The van Greunen fur family



REBUILDING TOURISM

and looking beyond the latest travel bans?

The tourism industry in George, as in many holiday destinations across South Africa and the world, has suffered greatly since the first COVID-19 lockdowns came into effect at the end of March 2020. The local tourism office falls under George Municipality and we tracked down the town's tourism manager, Joan Shaw, who shared data collated over the past year, as well as a cautiously optimistic outlook for 2022.





Comparing notes

Joan Shaw has been at the helm of George Tourism for many moons, but the past 20-odd months must surely represent one of the biggest challenges anyone in her shoes could possibly have expected to face.

Stats often reveal significant truths, and when looking at occupancy rates for the greater George area during last year's summer season, these figures tell a dismal tale. The percentages shown represent George, Wilderness and Uniondale, in that order: December 2020 – 31%, 49%, 32%; January 2021 – 25%, 29%, 16%.

This boils down to overall figures for the region sitting at 37% occupancy last December, and 24% during January of this year.

Says Joan: 'Considering that the beaches, rivers and open areas were closed mid-December and the Garden Route was declared a hotspot, the destination was severely impacted. There was a 25% cancellation rate of the pre-bookings made and an obvious loss on last-minute bookings.'

Although South Africa is suffering greatly after the detection of the Omicron variant was announced by our government, and resulted in renewed international travel bans, the above-mentioned hotspot and beach-ban factors should not come into play during the 2021/2 season.

'We expect occupancy numbers to be substantially higher. The trend in Quarter 4 has been showing that about 30% of bookings are taking place within a zero to 21-day window, so we do expect there to be a surge in last-minute bookings, too,' she says.

Better, but not brilliant

To date, month-on-month statistics are nowhere close to pre-pandemic levels, but Joan and her team foresee that domestic bookings will increase organically as we move towards the traditional holiday periods, starting on 15 December.

According to Joan, visitors are still wary of Covid-related restrictions and are booking on shorter notice.

A pre-holiday programme was part of the local bureau's plan to kick-start December activities, and Kingswood Golf Estate was part of this successful and multi-tiered event.

George Tens events get the ball rolling

A festival of golf, rugby, netball, lawn bowls and trail running, the George Tens was held during the first days of December and followed by a celebration of social surf for girls, hosted by Olympic silver medallist and Victoria Bay local, Bianca Buitendag.

This programme is now expected to move seamlessly into traditional seasonal events such as the annual Down to Earth Music Festival and the Pacaltsdorp Night Race, which are supplemented by Christmas markets and smaller events throughout the season.

(Read the story elsewhere in this edition on seasonal events planned for Kingswood to find out more about the enjoyable George Tens day on the KGE course.)

Looking after our own

'We are expecting some international tourists as various countries are starting to lift their South African travel bans, but domestic visitors will still take the lead in our destination, as many of the countries in our traditional market segment are facing their own Covid lockdowns,' Joan says.



She concludes that ongoing marketing takes place within the international tourism trade to highlight what George, Wilderness and Uniondale have to offer. Click on www.visitgeorge.co.za for more information on events taking place in George during this month and beyond.

Lighting the way

George Municipality welcomes tourists to George, and, as a signal to the start of the festive season, has been putting up Christmas lights along various main roads.

Although no official event could be planned for the official switching on of the lights this year, mainly due to Covid restrictions, the lights bring holiday cheer to tourists and resident alike, and teams have been working on ensuring that they are fully operational.

Mayor Leon van Wyk switched lights on at Unity Park on Saturday 11 December at 8pm, accompanied by a Covid-friendly posse of colleagues.





On the subject of light and power, the municipality reminded residents that load shedding is essentially Eskom's inability to provide reliable electricity. In a statement last week, the municipality announced the implementation of a number of energy-saving initiatives, including the commissioning of a new PV Plant at the main municipal building, as well as the conversion of a large part of George's streetlights and traffic lights to LED. All municipal buildings have already been converted to energy saving lights.

'George is a holiday town and favourite tourism destination for many, and the switching on of festive lights plays a part in celebrating unity and joy – a symbol of life and happiness,' said municipal manager Dr Michelle Gratz.

Visitors to George often make a special family trip to view the lights in the different areas of town, and especially to the now famous Denneoord home displays.



'We have noticed that more communities are joining in on this practice, so if you want to show off your display this year, list your property with George Tourism by sending an e-mail to info@visitgeorge.co.za and they will put you on the viewing list,' she said.

But best would be for Kingswood residents to first check the rules and regulations with your nearest friendly HOA trustee before stringing up glaring festive lights or erecting a towering neon Santa on your stoep ...

 Esther de Villiers

for the BIRDERS

Southern Red Bishop

Kingswood resident Karen Schoombie landed control of the 'Queen of Birding' reins when a homeowner previously in charge of the tweet had to up and move away from Kingswood Golf Estate earlier this year.

Please take note that, for the purpose of this article, the term 'tweeters' does not refer to loudspeakers or to social media users opining on Twitter, but rather hails back to the erstwhile collective noun describing those folk who are oh so very keen to spot and record movements of the feathered friends in our midst.



Karen Schoombie

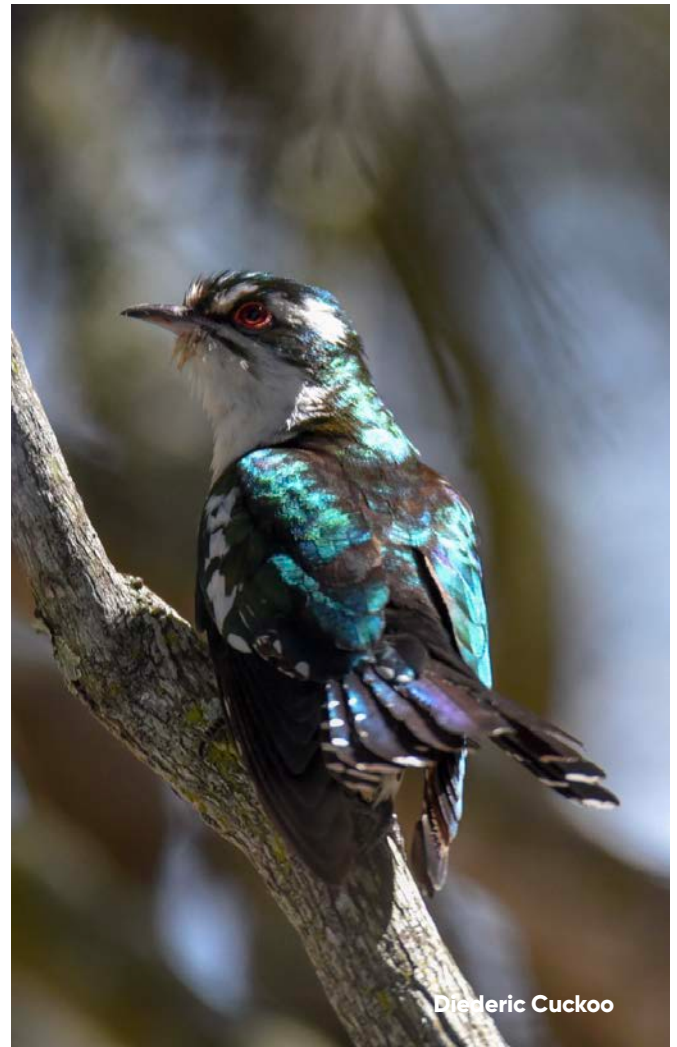
Update on birding at Kingswood Golf Estate

When asked about the Kingswood Birding Group's current state of being, Karen Schoombie said she was happy to let residents know that interested parties were starting talks again.

'Birders at the estate used to have get-togethers a few years ago, when Wendy Thompson was the group's co-ordinator and hosted the talks at her house.'

The message Karen and like-minded residents would now like to get across is that, depending on interest expressed, they are hoping to recommence these talks in 2022 on a monthly basis.

'We are considering hosting meetings on the last Monday of each month, and would like some feedback as to how many people would be keen to join us,' she says.



Diederik Cuckoo

Winging it with Mr Ginn

George-based ornithologist Peter Ginn needs no introduction in national birding circles, and Kingswood is particularly lucky to have established a relationship with this local expert on our flighty avifauna.

The author of 12 birding books to date, Peter's 2014 tome entitled *The Ultimate Companion for Birding in Southern Africa* should be part of every tweeter's home library, since it's simply brimming with relevant information and excellent photos.

As has been the case for years, Peter has again agreed to present talks on his favourite subject to Kingswood residents, covering a series of lectures with accompanying photographs on a variety of topics.



African Reed Warbler

**African Jacana**

Learning more about the habitats of South African birds invariably makes for interesting material, and Peter also specifically focuses on birds found at Kingswood and its surrounding areas.

Other themes for discussion will include birds of the Western Province, raptors, and flying creatures from further afield, including internationally renowned reserves such as Kruger National Park and Kgalagadi Transfrontier Park.

'Suggestions for additional topics would be very welcome, too,' says Karen, adding that anyone who is prepared to host these talks at their home can contact her on 083 553 1655. Alternatively, hosting these lectures at the Kingswood clubhouse will also be considered.

Dates to diarise

The new year's first meeting is scheduled for 17 January, Covid permitting; from February onwards, the plan is to diarise each month's last Monday for a tweeter rendezvous of note.

But if you're considering joining the group, please don't delay in contacting Karen post-haste so that she can

**Karoo Prinia****Cape Grassbird**

swiftly ascertain what the level of interest is, and then subsequently get the ball rolling to start lectures or outings.

'The feedback of residents keen to attend these sessions is now essential for us to gauge whether we should start early in the new year or wait a few months before trying again. CEO Willem Jacobs is very keen to revitalise the Kingswood birding group, and Peter is also raring to go, so now it's up to residents to let us know their commitment,' concludes Karen.

Thank you to avid Kingswood birder Regard van Dyk for the photos

 Esther de Villiers



Black Crane



Jackal Buzzard



Yellow Bishop

NEW YEAR, NEW RESOLUTIONS, NEW YOU

Those clichéd
New Year's
resolutions are so
last YEAR ...



When it comes to New Year's promises, we've heard it all before. We pledge to start exercising at the gym, lose weight, get organised, and live life to the fullest. But why do we find it so hard to stick to them come January?

It's because they're often unrealistic! We fail because we set ourselves goals that we know we're unlikely to meet.

Here we unpack why some of the common New Year's resolutions don't work and offer a few alternative (realistic) suggestions to get the ball rolling.

4 The issue with the old
The pledge to exercise more is a common one. However, going to the gym in January isn't fun. This is not necessarily because of the exercises, but because it gets crowded – so crowded, in fact, that it puts people off. Analysis conducted by Strava a few years ago estimated that Americans are most likely to



give up on this resolution as early as mid-January, and it's likely that the same trend could be identified among South African gym-goers.

If exercise is truly one of your goals, why not set up your gym membership towards the end of January or even in February when the gym returns to normal levels of attendance? It means that you can set yourself small, realistic exercises from the comfort of your home first before you work out with the masses. It's certainly a far more comfortable way of getting back into exercise, particularly if you haven't done any walking, jogging, or weightlifting in a while.

3 **The baby steps**

You can blame yourself for not achieving your goal all you like. But the reality is that you tried to run before you could crawl. Successful New Year's resolutions are all about taking baby steps and achieving consistency.

Instead of striving for your perfect body, ensure that you put your thoughts into action. Whether this be one thing a week or one a month, a small start is better than no start at all. Commit to a time and day to do some exercise that you can realistically achieve in a day, e.g. a 15-minute walk. Increase the time and distance as you go on.

2 **It's the little things ...**

The little things in life are usually the best things, and so if you need any inspiration on where to start, here are some more realistic things you can achieve every day in 2022:

- Drink more water – it doesn't get much simpler than this. But most of us don't get close to the recommended average of two litres per day, so improving your intake will also improve the relationship between you and your body. If you forget to drink water, why not download a hydration app, such as Aqualert or Daily Water Tracker.
- Sleep an extra hour each night. It can boost your mood, improve your health, and sharpen your brain function – so maybe that extra episode of Tiger King can wait until tomorrow. If you have trouble sleeping, there are plenty of free apps that can help with that too



- Make your bed every morning – accomplishing that first task of the day will give you the reassurance and pride to get the productive ball rolling.
- Take a regular walk – nothing beats a breath of fresh air. Exercise increases fitness while reducing the risk of various health conditions. However, the impact on your mental health cannot be underestimated. Don't forget that various medical schemes, like Discovery and Momentum, reward you for doing exercises. These rewards can include a free hot drink and, in some instances, they can even help you pay off your fitness devices.
- Meditate for ten minutes each day. The benefits of meditation include less anxiety as well as improved concentration, self-awareness and self-esteem.

1 **Create a routine**

Starting out on your New Year's resolution can be hard at first. But it gets easier. Studies show that it can take, on average, 21 days to form a new habit. If you break the 21-day barrier, chances are you'll be smashing your goals left, right and centre.

But by starting small, you can meet these goals, gain some momentum, and generate the confidence to continue.

 Lauren Whitehead

At a glance: achievements investments



At a glance:
Kingswood
achievements
and investments
revisited as 2021
draws to a close

34 | INVESTMENT

Marilyn Kamp, one of four Homeowners Association (HOA) trustees – along with fellow newbies Chris Horsley and Fielies Nieuwoudt, and old hand Gerrit Botha – provided the meat for this summary of the year that was at Kingswood Golf Estate, and some exciting future bytes. We also thank former trustee and numbers man par excellence, Roy Edge, for contributing to the facts and figures below.

As is the case with many a Kingswood resident, Marilyn Kamp says owning a home here is a privilege, and that, along with husband Allan, she feels most fortunate to live on one of the most prestigious and sought-after golf estates in South Africa.



'Although Kingswood Golf Estate (KGE) was established in 2003, real and rapid growth was conspicuously recorded from 2017 onwards. Our intention as HOA trustees, along with the homeowners, Kingswood staff and management, is to maintain and continue to improve the status of the estate.'

Marilyn says that much work is being done behind the scenes, and many projects were concluded and some further ones will be initiated, all with the intention of maintaining and enhancing the estate, but at the same time providing a safe and scenic place to stay and visit.

PROJECTS COMPLETED AND ENVISAGED

At the beginning of 2020, the trustees began negotiations to acquire the golf course. Following protracted negotiations with the sellers, agreement was reached for the purchase thereof, and transfer took place in October 2020. A number of agreements were also simultaneously put in place, not least being service level agreements between the golf course operator and ourselves.

Overwhelming recognition and appreciation of the excellent condition of the golf course has been received from both homeowners and visitors. This is in part due to the fact that dams have been rehabilitated, along with other improvements, since acquiring the course.

Early in 2021, having successfully acquired the golf course, the trustees then had to turn their attention to the option given by the developer for the HOA to buy the



gatehouse from them. The trustees were very mindful at that time of homeowners wanting a new clubhouse to be constructed, but after much consideration of the prevailing circumstances, it was decided to first pursue the acquisition of the gatehouse.

Again, further protracted negotiations finally resulted in agreement being reached, enabling the HOA to acquire the gatehouse for an amount of R7.6 million.

Simultaneously, the trustees negotiated a settlement with the developer, whereby they paid us R500,000 to finally put an end to the stormwater and roads dispute we had had with them for many years.

All these details were presented to homeowners in September 2021, whereafter they gave their overwhelming support for the motions put before them.

Notwithstanding the acquisition of the gatehouse, trustees remain focused on the next major project envisaged, which is that of constructing a new clubhouse on the designated property above the 10th tee.

A strategic planning meeting early in 2022 will prioritise the planning and possible construction of this new clubhouse, to serve not only the interests of golfers but also to add to the community facilities available to all. This will be by far the most ambitious project ever undertaken by the estate, and will necessarily involve much input from various experts and professionals.

Smaller projects were also undertaken and finished during the year:

- * The gatehouse was painted and the surrounding gardens spruced up to bolster the image of the estate.
- * The gatehouse interior was redecorated by interior guru Idonia Chandler, and this too was recognised and applauded by both visitors and homeowners.
- * The quarter houses on the course were renovated and painted, and the surrounding gardens also greatly improved.



Money matters

Lavish praise should be bestowed upon the Kingswood office team, with special credit to the financially astute business acumen of CEO Willem Jacobs, according to Marilyn.

Roy elaborates further. 'As a result of our healthy financial position, we have successfully been able to acquire the following major assets for the estate over the past year:

- * The golf course land was bought for an amount of R715,000, and new course machinery and equipment to the value of R3.27 million was acquired towards the end of 2020.

- * In December 2021, additional machinery amounting to R1.75 million was acquired to replace equipment previously leased, with a further amount of approximately R1 million to be paid out in January 2022, ultimately completing the replacement of most of the old equipment.



* Acquisition of the gatehouse, recently negotiated for R7.6 million, will also be paid for early in 2022, upon registration of the property in our name.

'These amounts have all been paid out of cash reserves. It is conservatively estimated that in the next year alone, we will save approximately R600,000 in interest by utilising our own cash resources instead of borrowing from financial institutions at punitive interest rates.'

Into the future

Says Marilyn: 'After all these excellent initiatives and astute financial planning, we still have cash reserves – a fantastic achievement in anyone's business books.'

'We are excited to share with you that the 2022 budget contains an amount of R2.5 million for an upgrade of infrastructure on the estate, predominantly for security but also a substantial amount for commencement of the planning of a new clubhouse on the designated site just above the 10th tee box.'

Levies vs. inflation

Quality management and tight control over finances have enabled trustees to keep levy increases for 2022 to slightly below inflation. This has been a priority for trustees, who have a profound understanding of the difficult and uncertain times many homeowners are facing.

In next year's editions of *The BUZZard*, the HOA hopes to expand on several initiatives in and around the estate. So if you're reading here and like the taste of an appetiser or two, read on ...

Titillating teasers

* A Mediclinic development is under construction adjacent to KGE ... what's not to rave about?

* Development on the estate will be updated in terms of number of stands, those sold and yet to be sold (depending on the developer), and stats on homes built.

* Data on dams, fauna and flora currently calling KGE home.

* What procedures to follow in case of an emergency.

* In the Local n' Lekker feature we will continue to highlight service providers who call the estate home (and are deserving of your support).

* Figures and interesting facts about our estate, i.e. the 14km boundary of KGE, the 10km walking trail, the current buck count ... watch this space.

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