

MONTE CHRISTO ECO ESTATE

Policies and Procedures

1. Security

- 1.1 Security rules and standard working procedures are strictly enforced 24/7.
- 1.2 Maximum, affordable security is a top priority.
- 1.3 Security Services outsourced with SLA in place.
- 1.4 The Estate Manager is responsible for Security while accountability as entrenched in the Estate's Constitution applies to the Management Committee.
- 1.5 Residents are constantly made aware and kept up to date.
- 1.6 24/7 Panic services provided to residents as per the Security SLA.

2. Estate Gardens

- 2.1 Owners are responsible for their own gardens.
- 2.2 Owners maintain the sidewalks and driveways of their properties.
- 2.3 Planting of trees and development of gardens is the responsibility of the Estate Manager, with assistance from experts if necessary.
- 2.4 Removal of trees is approved by the Management Committee.
- 2.5 Only indigenous trees are permitted.
- 2.6 Maintenance is done under supervision.
- 2.7 Irrigation is applied taking weather conditions into account.

3. Environmental Management

- 3.1 The Estate is managed and maintained according to the guidelines of the Environment Management Operational Plan.
- 3.2 The services of professional service providers or persons are consulted as is deemed necessary by the Management Committee.

4. Maintenance of roads, common areas, buildings and equipment

- 4.1 The Estate Manager is responsible for the maintenance of all the Estate's equipment and assets outside the boundaries of private properties.
- 4.2 Where Estate employees cannot perform a specific task, it can be outsourced to external service providers.
- 4.3 The work of all service providers is inspected by the Estate manager before signing off for payment.
- 4.4 Streets are kept clean and treated against weeds on a regular basis.
- 4.5 Monte Christo is responsible for the upkeep of the Retirement Village' common areas
- 4.6 The Municipality is responsible for the main sewage pipeline and electricity supply within the Estate.
- 4.7 The property owner is responsible for the cleaning and maintenance of the sewage pipe line between his house and the main line.
- 4.8 The Municipality's responsibility for potable water ends at the main stopcock.
- 4.9 Property owners are responsible for the maintenance of water pipes from just beyond the water meter to the house.
- 4.10 The Municipality's responsibility for electricity ends at the main connection.

5. Control over building projects

- 5.1 All legislation and approved rules are strictly applied.
- 5.2 The transgression of rules is strictly dealt with in accordance with Estate Rules and the imposition of fines.

6. Administration

6.1 Secretarial Services

- 6.1.1 The Annual General Meeting (AGM) or Special General Meetings (SGM) are scheduled and arranged as stipulated in the Constitution.
- 6.1.2 The Management Agent is tasked for the arrangement of all AGM and SGM meetings and will ensure all the related procedures are applied as set out in the Constitution
- 6.1.3 The Operational and admin Assistant is responsible for office administration and Management Committee secretarial requirements.

- 6.1.4 Management Committee meetings are held as set out in the Estate's Constitution.
- 6.1.5 The AGM Management Committee Report will be circulated to all Owners together with the previous AGM and SGM (if applicable) minutes not less than 10 working days ahead of the AGM.
- 6.1.6 The Management Agent will guide and advise the Management Committee on legal and Governmental matters and requirements.

6.2 Labour Relations

- 6.2.1 All permanent employees will have up to date Employment Contracts as approved by the Management Committee.
- 6.2.2 The Estate Manager reports to the Management Committee Chairperson.
- 6.2.3 The appointment of General Workers will be done according to the approved Labour plan.
- 6.2.4 The Estate will apply minimum wage requirement guidelines as set by the DOL.
- 6.2.5 Employee benefits, remuneration and disciplinary matters will be managed in accordance with the BCEA, LRA and other relevant Government statutes.
- 6.2.6 Salaries and increases for the next financial year are proposed annually by the Financial Sub-committee and approved by the Management Committee.
- 6.2.7 Normal employee working hours will be as per Employment Contracts.
- 6.2.8 All permanent employees are registered at the Department of Labour for UIF and qualify for Workman's Compensation benefits.
- 6.2.9 A first-aid kit is kept at the office complex.
- 6.2.10 Permanent employees will be issued with general work wear as approved by the Estate Manager and Management Committee from time to time.
- 6.2.11 A personal employee file for all permanent employees and temporary Fixed Term employees will be kept at the Office complex. General record keeping shall be of a high standard and the BCEA shall be used as a reference where necessary.

6.3 Communication

- 6.3.1 The following are communication methods are in place: Emails, Monte Christo's 'one way' WhatsApp group, SMS (used only in cases of emergency) A register will be kept at the Estate's office for Owners to report incidents, complaints or ideas. The register aims to improve communication between Estate Management and Owners and it can be used as a reference.
- 6.3.2 The Chairperson signs all letters to outside organisations.
- 6.3.3 The Chairperson or his/her delegate approves all communication with owners and residents.

6.4 Legal Matters

- 6.4.1 Rules are, where necessary, subjected to a legal opinion.
- 6.4.2 Estate Rules and regulations will be put in place and maintained in accordance with the Constitution.

6.5 Financial Management

- 6.5.1 The financial year runs from 1 March to 28/29 February.
- 6.5.2 Financial Statements are subjected to annual audit.
- 6.5.3 Bookkeeping, treasury function and preparation of financial statements (monthly or annually) is outsourced with responsibility vested in the Management Committee Member, Finance.
- 6.5.4 Bank balances are kept on a workable level, while surplus funds are invested at best returns.
- 6.5.5 The annual operating and capital budgets are recommended by the Finance Sub-committee and Management Meeting to the AGM for approval.
- 6.5.6 The annual operating budget forms the basis in determining levies.
- 6.5.7 The levy cycle runs from 1 June to 31 May.
- 6.5.8 Levies are payable monthly in advance.
- 6.5.9 Levies in arrears are subjected to interest and hand over expenses.
- 6.5.10 Collection of monthly levies and those in arrears is outsourced.
- 6.5.11 The approval of financial transactions actions are done in accordance with the Delegation of Authority document.
- 6.5.12 Before payment is made, all expenses require supporting quotations with invoices and slips, checked and signed off by the Estate Manager and in line with the delegation of authority document.

(updated Feb 2024)

