



FRANSCHÉ HOEK

AGRICULTURAL ESTATE

Homeowners Info & FAQs



Who are the management team of FHAE HOA and what are their contact numbers?

MANAGEMENT:

Juan van Zyl: 0825634355 Estate Manager

BOARD MEMBERS:

Georgia Eccles
Gardens & Social

Mandy Stratfold
Chairlady

Andrew Gregory
Finance

Dr Chris van der Merwe
Infrastructure & Architectural

Parkash Patel
Security

Sean Snyman
Legal, Disputes & Communication

WEBSITE & IMPORTANT DOCUMENTS

www.fhae.co.za





What are the important contact numbers?

Estate Manager	Juan van Zyl	021 876 2686 or 0825634355
Estate Security (Office)		021 876 2042
Finance and Admin	Ronell Theron	061 334 0772 (emergency cell) 021 876 2686 or 082 735 7117
Police		021 876 8060
Ambulance		10177
Snake handler	Garth (paramedic)	072 136 3774
Fire	Winelands District Municipal Fire Services Stellenbosch Fire Department La Motte Fire Station Cell	021 887 4446 021 808 8888 072 874 8992



Who is the preferred medical emergency provider?

The Estate negotiated a preferred membership fee with Medicare MRI in Franschhoek. To become a member contact www.medicare-emr.co.za or **021 876 4316**



What are the important e-mail contacts?

Estate Manager

Juan van Zyl: estatemangement@fhae.co.za

Finance and Admin

Ronell Theron: RonellT@trafalgarr.co.za

Security Office

Controller: franschhoek@dogsandall.co.za



Where to look for all the important documents and policies of the Estate?

All information, rules and regulations, policies, the Articles of Association as well as other important documents can be found on the FHAE website at: www.fhae.co.za

Please make sure that you acquaint yourself with the rules and regulations pertaining to FHAE.



What are the HOA office hours?

Monday to Thursday	08:00 - 16:00
Fridays	08:00 - 15:00
June - August:	08:30 - 16:00
Building holiday (Dec)	09:00 - 13:00

Closed on weekends, public holidays and the week between Christmas and New Year.



Where to report electricity, water and sewage problems?

The Estate is the provider of these services to the Home Owners. Do not contact the municipality for any problems. Call the Estate Office, Security & Terrain Infrastructure Manager or Estate Manager should you require assistance.



When are Levy payments and services (water & electricity) due?

Owners must pay levies in full and in advance by the **1st day of each month**. Interest will be charged after 30 days. Owners in arrears after 60 days will have their overdue account, and the full interest plus admin charges thereon, handed over for collection and possible legal action. Services accounts must be fully paid up in order to avoid services being terminated.



How does the building penalty affect me?

Building must commence within 6 months from date of transfer. Failure to comply will result in the company imposing a penalty upon the member equal to 1 (one) times the monthly levy per month, backdated to the date of transfer until the eventual start of building operations. This penalty will escalate by an additional 1 (one) times the monthly levy after every 6 (six) months that building fails to commence after the date of transfer, up to a maximum of 5 (five) times the monthly levy. Should a member on sell without starting or completing the building this penalty will be applicable from the date of original transfer to the date of transfer to a new owner and will be payable prior to a transfer being consented to.

Please study the relevant rules and articles carefully to ensure a full understanding.



How and when can I do my security gate enrolment?

New HOA Members:

Gate enrolment can only be done after the transfer has taken place, during office hours and at the security office, proof of identification is required.

New Tenants:

Enrolment can only be done on completion of tenant information form, available at the Security Office. Copies of identification documents and rental agreements must accompany completed forms.

Workers:

All contractors, domestics, gardeners, au pairs, butlers, etc. need to be enrolled, with necessary identification documents. Valid work permits are mandatory for foreign workers. Registration of workers will lapse every 6 months (January and June) where after they will have to re-register.



How do I update my personal information with the HOA?

All correspondence to Home Owners are via e-mail. Please ensure that we have the correct e-mail address for correspondence. Please update all information on your profile with **admin@fhae.co.za**.



How does a Post Box/mail address work?

There is no street delivery for mail. FHAE also does not provide post boxes for owners. You can apply for a post box from the Post Office or the local Post Net.



What is my FHAE delivery address?

Name and Surname
Your Erf number
Fransche Hoek Agricultural Estate
Reservoir East Street
Franschhoek
7690



Who is the internet supplier?

You can choose any ISP of the Frogfoot Website.
Go to www.frogfoot.co.za



What is the speed limit on the roads in the Estate?

The speed limit throughout the Estate is **30 km/h** and is enforced by means of a speed camera operated by the Security officer on duty. Owners are responsible for all fines incurred by their staff, contractors, friends and other visitors.



What are the requirements for personal home security systems?

It is important to acquaint yourself with the Security policy and requirements on the FHAE website. Please note that individual homes must be protected by proper intruder detection and alarm systems linked to the Estate's security system. The preferred provider for linking your alarm to Estate Security and monitoring is Pepler Alarms and can be contacted at **021 876 3308**.



When is refuse collection and where do I obtain a dustbin?

A private service provider - Averda, does our refuse removal weekly on **Fridays from 08:00 to 17:00** in the mornings.

Refuse should be placed in a wheelie bin at the entrance to the members' property. It is the home owners' responsibility to provide a wheelie bin for refuse. It could be bought from the local Agrimark.



How many pets are allowed?

Four animals per unit are allowed, limited to two of a kind, ie two dogs and two cats. Only domestic animals posing no danger, noise or odours may be kept. No poultry, pigeons, aviaries, wild animals or rabbits may be kept on the Estate. Every pet must wear a collar with a tag indicating the name, telephone number and address of its owner, and is to be registered with the HOA offices. Stray pets without identification will be apprehended and handed to the Municipal Pound or SPCA.



What are the permitted operating hours for contractors and heavy vehicles?

Subject to consent being obtained from the manager, contractors and heavy vehicles are not allowed access onto the Estate on Saturdays, Sundays, the Builders' holiday and public holidays, nor before 07:00 and after 18:00 on weekdays.



Is letting permitted and under which circumstances?

Letting of a unit by an Owner is permitted, however limited to one tenant and only for periods of (twelve) months or longer, subject to the prior written consent of the Association having been obtained before the commencement of the lease period.

What things NOT to do on the estate?



- **Never abuse (verbally or otherwise) estate staff, officers or security personnel.** Direct any complaints to the manager who will deal with the matter. Severe penalties apply if transgressions take place.
- **Never exceed the speed limits** on the estate and stop at the stop streets. Estate roads are narrow with lots of sharp curves and blind intersections. Road rules are enforced and penalties apply. Owners are responsible for their family members, visitors and contractor/employees.
- **Never drive any motorised machine** (cars, quad bikes, LDV's, scramblers, motorbikes bicycles etc.) on the estate gravel roads. These are for farm and estate vehicles only. Heavy penalties apply for transgressions. Stay on tar only.
- **Never pick wild flowers or fruit** on the estate or damage any plants. The estate is a declared nature reserve and environmental protection laws apply. Never pollute the mountain streams and do not underestimate the strength of the currents in these streams.
- **Respect the privacy** of other members especially the Werf owners along hiking trails where they come close to properties.
- **Never feed wild animals or birds** and do not leave any food especially fruit where animals can get to it.

What things are there to do on the Estate?



- Hike a portion or the whole of the 3.6 km **hiking trails** on the estate. See unique species of Fynbos and lots of wild life especially birds. Walk across gurgling streams and along the La Cotte gorge on the La Cotte meander. (Maps on the website)
- Enjoy **sundowners** on the lookout deck above the Werwe section of the estate.
- Spend time in the estate **veggie patch**. It has therapeutic benefits.
- Stroll among the **vineyards** or **olive groves**.
- Take your **mountain bike** for a ride on the estate's MTB and see if you can improve the current estate record or simply enjoy the ride. (Map on the website)
- Add to the estate's **bird list** by spotting a new species or try to see all the birds regularly seen on the estate. (Bird list of the website)
- **Make friends** with other members and join them for the occasional glass of wine at your place or theirs.