

SECTION E - SERVICES

1. General

- 1.1. WDHOA will provide all Services in good faith and in the belief that they will be adequate for the number of people on the Estate at all times. Every effort will be made to ensure that these services are provided on a 24 hour, 365 day a year basis.
- 1.2. However, we need to realistically expect that outages might occur periodically over the years, therefore WDHOA cannot give guarantees that all Services will operate fully 24 hours every single day, year in and year out. What Members can count on is that the WDHOA will always strive to keep all services in tip-top condition and try and prevent any breakdown by adopting a regular maintenance regime.
- 1.3. The WDHOA, its Trustees and the Owners shall comply with all requirements as laid down in the WDE EMP.

2. Electricity

- 2.1. Eskom supplies WDHOA with a bulk 22 kva supply and charges a bulk rate.
- 2.2. WDHOA is responsible for the electrical reticulation on the Estate.
- 2.3. Each Unit is metered and charged accordingly.
- 2.4. Each Owner shall pay a deposit to WDHOA prior to connection. (The amount will be determined by the WDHOA on an annual basis).
- 2.5. Owners are advised that the Underberg district often experiences outages and therefore, WDHOA cannot guarantee a constant supply.

3. Firebreaks

- 3.1. Suitable firebreaks will be burnt around the Units in accordance with the WDE EMP.
- 3.2. The definition of the word “suitable” will always be at the discretion of the WDHOA Directors. Unfortunately firebreaks do not look pretty and do nothing to enhance the beauty of the property. However, we live in a high-risk fire area; therefore, we are forced to burn large firebreaks around our borders as well as around each building, or crop.
- 3.3. The whole property will be burnt off each year in spring after the first rains. The positive result of this action is that it rejuvenates the veldt each year and we then have a fresh, beautifully green landscape in spring and summer.

4. Gardens

- 4.1. Units' gardens will be maintained on a weekly basis i.e.;
 - a) Mowing the lawn during summer once per week and the rest of the year periodically when required.
 - b) Trimming any hedges or pathways and ensuring that weeds are kept at bay.
 - c) Sweeping pathways and exterior verandas once per week.

5. General Property

WDHOA will maintain the general common property, i.e. the whole of Wild Dog Estate. *Inter alia* this consists of the following;

- 5.1. Eradicating the property of Alien Plants in accordance with the WDE EMP. (This is a very slow and long process and will take many years)
- 5.2. Combating soil erosion and rehabilitating such areas back to natural veldt.
- 5.3. Keeping the riverbanks clean of debris. Removing dead trees, weeds, bramble and slowly replace the existing wattle trees with indigenous trees.
- 5.4. Establish horse, walking and cycling trails including the building of suitable bridges to cross the Mzimude river at certain vantage points, be it on foot, cycle or by horse. These trails must be maintained so that erosion does not set in.
- 5.5. Maintain the Service Area in a neat and tidy condition.
- 5.6. Establish and nurture windbreaks and the planting of indigenous trees on the property.

6. Insurance

- 6.1. All insurance on the Estate will be arranged by the WDHOA. The main reason for this is that we will collectively enjoy favourable bulk rates as well as facilitate administration. (For a summary of the property cover, please refer to the Section dealing with Insurance in this manual.)
- 6.2. Participation by all Members is obligatory without exception.
- 6.3. Members must ensure at all times that their Units are adequately insured.
- 6.4. Premium costs for the house insurance are charged separately to the levy but incorporated in the monthly statement of account to all Members.

7. Refuse

- 7.1. Each Villa will have the household refuse segregated into bins. The kitchen design should include an easy automatic system to achieve this.
- 7.2. Each Owner is responsible to sort all waste material and place in the appropriate refuse bin. Waste must be sorted as follows;
 - glass
 - plastics
 - paper
 - metal
 - organic decomposable material
- 7.3. The Estate staff will collect these bins on a weekly cycle from each service yard and empty and return them cleaned. If necessary waste will be collected twice a week or even daily if required. The cycle will be determined by volume from time to time.
- 7.4. Garden refuse will be collected and removed by the Estate staff during the weekly garden maintenance.
- 7.5. Should any Villa Owner require disposal of any other specific item then they should contact the Estate manager who will arrange the collection and disposal of this item.

8. Roads

- 8.1. The Main Ring and Subsidiary Roads are gravel roads, therefore they will be maintained in a “*good and usable*” condition which can be defined as being of the same standard or better, of the average dirt road in the Underberg district. WDHOA will ensure that the average 2 wheel drive car, which has an average ground clearance, will be able to travel on that road at a low speed (*25 km per hour*).
- 8.2. The access road from the ring road to the Member’s parking garage (*driveway*) will be maintained in a usable condition. These roads are coned concrete strip roads, which have grass growing over them. WDHOA will ensure that these strips are mowed regularly and that the average 2 wheel drive car, which has an average ground clearance, will be able to travel on that road at a very low speed (*10 km per hour*).

9. Security

Please refer to the relevant Security Section in this manual which deals comprehensively with all aspects of security.

10. Sewerage

- 10.1. Each Unit will have a three chamber septic tank system. The “grey water” from the third chamber is pumped to the main Packaged Sewerage Plant system situated in the Service Area. (*Ptn 27*)

- 10.2. The Sewerage Package Plant will be maintained in good order and periodically each Unit's septic tank will be suctioned with a "Honey-sucker". (*Probably will be required once every 3-5 years*).

11. Villa Maintenance

- 11.1. To maintain the high standard expected on the Estate the WDHOA will undertake the maintenance and repair of the exterior of each Villa. This cost will be included in the "Villa Maintenance Levy". Services will include, *inter alia*;
- a) Window cleaning
 - b) Oiling all wood surfaces such as windows, doors and decks
 - c) Keeping walls and roofs clean
 - d) Cleaning service area, decks, patios, driveways and walkways.
- 11.2. The maintenance of the house internally, is the responsibility of the Owner and is therefore, not taken into account in the levy. However, internal repairs can be co-ordinated by WDHOA using our own maintenance team if the repairs are small enough or alternatively by arranging for a suitable contractor to do the job. All internal repairs will be charged to the Owner's account.
- 11.3. Should an external repair be required which is not covered by the routine maintenance provided by the WDHOA and not covered by the Estate Insurance then the WDHOA may, at its discretion, order a contractor to undertake the repair but this will be charged to the Owner directly.
- 11.4. General repairs of appliances as well as plumbing and electrical installations in a house are the responsibility of the resident. In an effort to assist members, the WDHOA keeps a list of available repair firms and contractors who have indicated their willingness to carry out repairs. WDHOA can co-ordinate this service but without obligation or guarantee from WDHOA.

12. Water

- 12.1. Water is pumped from the Mzimude River to the central reservoirs situated on the Farm section of Wild Dog Estate. From there it is filtered, purified and then reticulated into the water ring main pipe from which each Unit can draw water.
- 12.2. Water is not metered and costs incurred for maintenance and water rates will be charged as part of the General Levies.