

**ASTON MANOR ESTATES RESIDENTS
ASSOCIATION (2021/456209/08)**



*Minutes
of the
18th
Annual
General
Meeting*



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(2021/456209/08)

Minutes of 18th Annual General Meeting

Where: African Footprints Guest Lodge, Crestwood Street, Aston Manor
Date and Time: 22 April 2021, 18:30 for 19:00
Chairman: Corné Wehr

MANAGEMENT COMMITTEE MEMBERS PRESENT:

Corné Wehr	Chairman and Company Director
Martin Laubscher	Administrator
Adelene Langenhoven	Financial Officer and Company Director
Louis Langenhoven	Security
Henk Mulder	Maintenance
Werner Odendaal	Event Coordinator
Estelle Brits	Secretary, Minute Compiler

APOLOGIES:

Francois Barnard	Legal Officer
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1. WELCOME AND INTRODUCTION

The Administrator, Mr Martin Laubscher, commenced the meeting by welcoming all present to the 18th Annual General Meeting of the Aston Manor Estates Residents Association (Amera), and thanking them for their attendance.

Mr Laubscher explained that the meeting will be conducted in line with COVID-19 regulations and requested all participants to adhere to the standard safety measures.

The Management Committee members present at the meeting were introduced before Mr Corné Wehr, the chairman, greeted the audience and presented a brief overview of the Amera Vision and Goals, Amera membership and the Amera Management Organogram.

CHAIRMAN'S ADDRESS

• AMERA VISION AND GOALS

- To Promote and safeguard the interests of the community of the area.
- To co-operate and liaise with other organisations in order to further the objectives of the association.
- To secure the area against crime.
- To clear the area of anti-social behaviour.
- To enhance the appearance of the area.
- To build a community together through mutual respect.

The vision and goals are available on the Amera website: www.amera.co.za.

• AMERA MEMBERSHIP

Of great concern to Amera Management is the significant decrease in the number of contributing residents over the past years. The Chairman acknowledges that the COVID-19 pandemic has put a financial strain on a number of families, and this certainly has an impact on contributions received.

The Chairman reiterated the importance of the community working together to ensure that we can support one another and deal with problems as they arise.

The 2021 goal is to have 80% of households as contributing members. Contributing members should encourage their non-contributing neighbours to become members of Amera.

• AMERA MANAGEMENT ORGANOGRAM

The Chairman gave a brief overview of the Amera Management Organogram. The description of each portfolio is stipulated on the Organogram which is available on the Amera Website.

- Corné Wehr - Chairman
- Werner Odendaal – Event and Projects
- Adelene Langenhoven – Finance
- Louis Langenhoven - Security

- Henk Mulder – Maintenance
- Martin Laubscher – Administration
- Estelle Brits - Secretary
- Francois Barnard – Legal (This position is on a consultative basis)

The Chairman advised that the Management committee has the following vacancies and has requested residents to consider facilitating, if they are capable to do so:

- Vice Chairman
- Assistant to Financial Officer
- Marketing Officer – Andrew Howard is currently maintaining the Amera Website and assists with any marketing related work.

In addition, the Chairman advised that there are director vacancies within the company Amera is currently registered as. Currently the Chairman, Mr Corné Wehr and the Financial Officer, Mrs Adelene Langenhoven are the only directors.

2. FINANCIALS

(Presented by Adelene Langenhoven)

The purpose of this presentation is to show Amera's financial position and the utilisation of residents' monthly contributions in Amera's operations. The financial statements are for the periods March 2020 to February 2021.

Mrs Langenhoven highlighted some areas of importance, and invited residents to contact her should they have any further questions.

Amera's cash flow has decreased between 2020 and 2021. Historically, Amera actively saved money where possible to build a cash reserve, in order to fund special projects. Of late, Amera has been forced to use reserves for payment of monthly expenses.

Mrs Langenhoven indicated that our maintenance expenses in 2020, compared to previous years, have been considerably less and even so we are still tapping into reserve funds. The following items were highlights for General Maintenance expenses in 2020:

- Tree trimmings;
- boom repair;
- gate tags and remotes.

It was indicated that the two largest expenses each month is for Illumico Security Consultants for security camera surveillance and to Smart Security Services (SSS) for guards at the main entrance.

Mrs Langenhoven pointed out that when looking at accumulated profit, in previous years Amera managed to break even by the end of those financial years. However, as of February 2021, Amera is showing a loss.

A graph was presented to indicate the funds received every month, as reflected in the Bank statements. A spike in contributions was observed in December 2020, as donations were made by some residents to pay for an additional security guard patrolling the area, during part of December 2020 and January 2021.

The conclusion is that Amera needs more contributing members to break even monthly. The aim is not to make a profit but to cover monthly expenses and to build a cash reserve for projects. Currently we have 56% percent of residents contributing to Amera, a decrease from approximately 70% in previous years.

The Chairman confirmed that Amera has historically had payments from 70% of residents, but has now not been able to maintain that level of contribution. The Management Committee is dedicated to engaging with the community to understand why residents are not contributing, and is committed to improving engagement with the community as whole.

Mrs Langenhoven again reiterated that the percentage of paying residents needs to increase therefore, the Management Committee need the help and input from the residents in the community to achieve this objective.

The Chairman stated that the financial statement is available to the community on request.

3. BUDGET AND FEEDBACK (Presented by Corné Wehr)

The budget was compiled Mrs Langenhoven and audited by Mr Anton Joubert.

Mr Wehr highlighted certain points on the presentations:

ACTUAL 2021

▪ SALES - CONTRIBUTIONS RECEIVED

Should a 100% resident contribution be achieved, Amera would receive approximately a monthly R73,5k in contributions. Currently, Amera is averaging a monthly contribution R45k.

The Chairman also highlighted the percentage contributions received monthly, as indicated on the bottom line of the Budget 2021 spreadsheet. The fluctuation in contributions is an indicator of the inconsistent contributions received monthly.

▪ OTHER INCOME – INTEREST RECEIVED

The interest received based on the monthly contributions are reflected in this line item. The funds generated by interest could be used for special projects or ad hoc expenses.

▪ **EXPENSES**

A detailed list of monthly expenses for the management of Amera has been listed. The Chairman also stated that the largest monthly expense is for Illumico Security Consultants and Smart Security Services (SSS).

BUDGET 2022

The Chairman presented a forecast of the Budget for 2022. This is based on an increase in monthly contributions received and an increase in expenses.

Although Illumico Security Consultants and Smart Security Services (SSS) are the biggest expenses monthly for Amera, the Chairman noted that SSS has not annually increased their fees to Amera in the last three years. Illumico Security Consultants has also not increased annual fees to Amera during the duration of the contract with this company. An increase of 10% for Smart Security Services (SSS) has been taken into account for the Budget of 2022.

The Chairman has expressed gratitude to these service providers but has also stated that Amera cannot indefinitely expect to have a fixed rate charged for these services.

Increases to items such as electricity and water is to be expected and adjusted accordingly in this budget forecast.

FORECASTED - BUDGET 2022/23

The Chairman presented scenarios to achieve the results as per the projected Budget 2022:

- An increase of 10% to the monthly contribution to the residential area.
- Not implementing special project such as a turnstile to replace the pedestrian gate or installing a pole with additional cameras to monitor the veld in Braemer Street. Another potential special project is plans to streamline surveillance to the guard house, therefore moving security infrastructure.
- Cutting of the biggest monthly expenses. The Chairman has used the example of possibly ending the contract with Illumico Security Consultants.
- The possible removal of the line item "Maintenance" of the projected budget.

The Chairman talked again of the spike in contributions in December 2020, due to additional contributions for payment of an additional security guard during the holiday season. Therefore, the chairman believes that consideration should be made to appeal to the Amera residents to fund some of the special projects (as mentioned above), that Amera would otherwise would not be able implement.

Ultimately it is imperative to engage with the community to ensure that 70%, and preferably a higher percentage of residents, contribute to Amera for a break-even of the financials.

A question was posed by Mr Altus Lombard why the line item "Depreciated Projects required" was left blank for the forecasted Budget 2022. He is querying as the loss currently indicated would be a higher amount should this line item be included. Anton Joubert, auditor of the Amera Financial Statements and Budget, answered by explaining that depreciation is an accounting principle that would not affect your cash flow. He stated that the principle for a budget is the cash flow items, to indicate what will happen to said cash flow. Therefore, the depreciation not shown in the Budget 2022 is correct. The depreciation item will indicate an accounting loss to the bank account, not affecting the actual cash flow.

Mr Lombard expressed concern regarding the projected budget and queried how to improve the scenario. The Chairman responded and advised that Management and the community needs to decide on the proposed cost saving scenarios he has discussed. Ultimately, the focus should be on encouraging residents to start or to continue contributing to Amera.

The Chairman advised that a saving could occur in July 2022 with Illumico Security Consultants (*refer to Budget 2023, line-item Expenses – Illumico*). The Chairman acknowledge the crucial role Mr Altus Lombard, the then Vice-Chairman for Amera, has played in finalising a contract with Illumico. This contract is two-fold in that Amera is currently paying for the hardware and for monitoring services. By June 2022, Amera would have paid off the hardware component and the surveillance equipment will become the property of Amera. This will result a R6,000 monthly saving. The community can then decide regarding the continuation of the monitoring services of Illumico.

Mr Lombard also queried the Percentage (%) Contribution's line-item on Budget 2023. The Chairman confirmed that the line item was brought over from the projected Budget 2022.

A question was raised by a resident to enquire when assets has been paid off, whether the equipment doesn't need to be replaced. The Chairman confirmed this, looking at Illumico hardware as an example. He explained that some of the savings, from paying off this asset, will need to be budgeted for the maintenance of the hardware.

Mr Christiaan Steyn queried the assumption, reflected in the projected Budget, that membership contributions show an increase. He's concern is that as historically contributions have declined significantly, Management cannot assume that contributions will increase. The Chairman acknowledged this fact, however expressed that engagement with the community, is crucial so that the number of residents contributing monthly increases. The fear is that if current monthly contributions are increased or surveillance

cameras remove, for example, a bigger portion of residents will stop contributing to Amera.

Mr Altus Lombard has queried whether there is a drive to increase Amera membership and for these initiatives to be communicated the community. The Chairman acknowledged that there are further initiatives that will be implemented. The Chairman has used, as an example only, of other residential areas that has notice boards at their entrances, indicating which streets are continuously contributing, and which streets aren't. This system has proven very effective in these residential areas.

Mrs Erika Wehr stated that from a street representative's perspective, there are several households who, due to various circumstances, are not able to pay R480 a month to Amera. She suggested that households should be encouraged to engage with Management or their street representatives, to pay even a partial monthly contribution. She believes that street representatives can play a crucial role in a membership drive, however more street representatives, with the necessary people skills are needed to engage with the community.

POINT 3 CONTINUED

- **HOW TO SUPPORT YOUR COMMUNITY**

- **WhatsApp Communication**

The WhatsApp communication group has generated several issues in the past. Mr Altus Lombard has compiled and implemented a WhatsApp policy for the Safety & Security Group. This group is for the use of paying members only and should be used strictly for security purposes. Additionally, a poll conducted with users of this group indicated the majority of participating residents opted for the group to be interactive.

The Chairman advised that Management however feels that this group should be changed to a one way communication group only, meaning only the administrator of the group can post messages. Management feels in case of an incident or emergency SSS, and the police should be contacted, the first protocol should not be to post on this WhatsApp group.

The administration of this group can also be very time consuming, therefore one way communication would be best.

Mr Martin Laubscher also pointed out that members were advised and should refrain from posting jokes or personal unrelated opinions, as it can be viewed as insensitive to other members of the community.

Mr Andrew Howard requested that a decision is made at the AGM regarding the Safety & Security WhatsApp Group. Some members however, do feel that two-way communication should be best.

The agreement at the AGM was that this topic should be revisited, and the community should be consulted in how this group is administrated.

○ **Director required**

The Chairman has advised that the company registration for Amera has been resolved, however only himself and Adelene Langenhoven are Directors of the company. He has therefore requested any contributing resident to advise should he/she be interested in becoming a Director on this company.

○ **Contribution and Projects Fundraising**

Discussed, please refer to previous discussion points in these minutes.

○ **Vice-Chairman required**

The Management Committee is, as a matter of urgency, seeking to fill this vacancy.

○ **Civil Society Actions**

Civil Society Actions are becoming more of a necessity. We have a view enclosed areas in Amera's direct vicinity. The aim is to engage with the Management Teams of these areas for support, ideas and community enrichment. This initiative will improve the community for all.

An example used is where the municipality falls short, an example used is when refuse removal is not done, that Amera engage with other areas to determine how best they handle these situations

4. SECURITY
(Presented by Louis Langenhoven)

Mr Langenhoven gave a brief overview of crime statistics both in Kempton Park and South Africa. Reported incidents increased from the years 2019 to 2020. In Kempton Park, the highest number of reported incidents are:

- Murder
- Attempted murder
- Common robbery
- Residential robbery
- Car theft

Kempton Park Police Station reports some of the highest number of serious incidents in our country.

Mr Langenhoven showed a summary of the years 2019 to 2020 showing incidents specific to Amera.

Mr Langenhoven showed a map of the surveillance area of Illumico for Amera. Based on a high number of incidents specifically in Bentley Crescent and Bryntirrol Street, to implement additional cameras for surveillance of the veld would be ideal, in addition the camera would survey the pedestrian gate in Braemer Street.

The images that are received from Illumico are beneficial, as it shows points of entrance of perpetrators, therefore allowing for reinforcement of potential "weak spots".

SSS also provides a valuable service as they have tailor-made packages for personal alarm systems, cameras, beams or electric fencing with discounted rates specific for Amera residents.

Mr Langenhoven advised that Mr Rory Smart from SSS, is available after the meeting to answer questions the present members might have.

POINT 4 CONTINUED – PROPOSED PROJECTS (Presented by Henk Mulder)

Mr Mulder gave a brief overview of proposed special project that management is hoping to implement which is the replacing the pedestrian gate in Braemer Street, with, ideally a turnstile function. Currently some of the problems experienced with the current gate are:

- Mechanism/tag reader failure that can be time consuming to fix.
- Functioning of the gate should there be a power outage.
- Control of people accessing the gate which possess a security risk to Amera.

Mr Mulder stated that a turnstile system with a biometric system, instead of a tag for access would be ideal.

As it is apparent with the Budget presentation, finances are an obstacle to implement a turnstile. Therefore, Management proposes that the implementation is done in two stages:

Stage 1: Implement the physical structure to replace the gate and still using a tag system for access point;

Stage 2: Replacing the tag with a biometric system.

Another reason for the proposed implementation in two stages are that fingerprints needs to be taken from everyone accessing the turnstile.

Mr Mulder has stated that although the current pedestrian gate has a battery back-up, should there be a power outage, this only lasts for about 4 hours. After that time, this gate is open. With the turnstile, the battery back-up will automatically activate to ensure that the gate remains locked, should there be a power outage.

Quotes have been requested from a number of companies and are included in the presentation.

A question on why Amera must have an additional point of entry was raised by Mr Pieter Ackermann. The Chairman and Mr Mulder explained that this additional gate was a requirement from the municipality, when the road impact study was done to enclose Amera. It is necessary in case of an emergency to ensure the Fire Department has immediate access to the residential area.

The Chairman also stated that a number of community members require this access to go their places of employment, school or accessing public transportation outside of Amera's residential area. The Chairman reiterated that the decision to replace the pedestrian gate will not be done without consulting the Amera residents.

5. GENERAL BUSINESS AND GUEST SPEAKER

Mr Rory Smart from Smart Security Services, briefly addressed the members present to thank them for their support to SSS.

Mr Smart has advised the biggest crime problem identified in Amera, is "jumpers" who will spend a significant amount of time scouring the area, identifying ways to enter properties. He advised residents to be extra vigilant by closing windows at night, locking cars and doors. Should residents see or hear anything suspicious, they must immediately contact the SSS emergency number (011 975 3434).

SSS endeavours to work with the community to ensure the safety of all Amera residents.

The Chairman also read a suggestion from an Amera member, Ms Rudene Jacobs, enquiring whether a gate can be installed at the booms to be locked at night. The Chairman thanked the resident for her input and advised that plans for such a gate was originally discussed when the area was enclosed, but never got to fruition.

Another proposal from the Chairman was that as the entrance operates with a pivot boom, the mechanisms can be locked at night. People will only be able to access one boom and the opening will have to be done by the security guards. This, as are

others, is a proposal that needs to have community consent. For example, the effective time frame needs to be agreed upon, i.e. 22h00 to 05h00.

Mr Smart advised that the Allen Glen residential enclosed area operates on the proposed "one boom" system at set times, and it is working very effectively.

The chairman asked, and the members present indicated their consent to have this system installed.

Mr Pieter Ackermann queried what the cost would be to install a gate, as suggested by Ms Jacobs. Mr Werner Odendaal advised that it would be approximately R12,000 which Mr Ackermann has graciously offered to pay. The chairman and members thanked him for this generous gesture.

Ms Jacobs also enquired whether it would be possible for visitors only to be granted access, after the resident to be visited has been phoned to confirm the visit. Unfortunately, this system will not be viable as there is not enough sufficient security manpower.

The Chairman has discussed with Illumico and SSS the possibility of having drivers licenses scanned, as opposed to writing in a visitor's book. Another alternative is an intercom system with a visitor's code to gain access to the area. These options will be a monthly expense and cannot be taken lightly to implement as budget would be affected. Mr Christiaan Steyn advised that he would be willing to gift Amera a cellular phone, to start the facilitation of the process to have drivers licenses scanned.

A question was raised regarding who has the right to gain access to the area. The Chairman advised that by law, Amera is not allowed to refuse access to anyone. Community members have every right, and are encouraged to phone SSS should they observe any suspicious individuals or activities in the area.

6. QUESTIONS AND ANSWERS/ PROPOSALS

Members present requested that Amera should endeavour to hold an event every four weeks, suggestions being selling of pancakes and boerewors rolls. These events are fundraising opportunities, but also an opportunity to get to know fellow community members. Mrs Erika Wehr stated that the recent boerewors roll sale was met with much enthusiasm and positive feedback.

The Chairman was asked and it was confirmed that the approved Annual General Minutes and the presentation of this Annual General Meeting be uploaded to the Amera website and availability communicated on WhatsApp.

The meeting concludes at approximately 21h00 with a vote of thanks to the Chair from the floor.

Date: 22 April 2021

Chairman: Corné Wehr

Place: African Footprints Guest Lodge Aston Manor, Kempton Park