



DASSIE DINGE

3 – 2026/03/02

Geagte Bronbergers,

Die bietjie somer wat ons gehad het, is verby. Ons herfs het amptelik begin.....met wonderlike sagte reën! Ek deel graag die volgende belangrike inligting met u:

1. WATERVERBRUIK:

Ons het heelwat gedoen om ons uitermate hoë waterverbruik te verminder. Ons het 2 groot lekkes herstel, kleppe herstel, waterdruk verbeter en ekstra moniteurs ingestel. Ons waterverbruik is ongelukkig steeds meer as normaal. Ons het besproeiing van die Landgoed se tuine drasties verminder. Ons het almal se samewerking nodig om waterverbruik weer na normale vlakke te bring. Dit is tans 'n enorme uitgawe en is net nie volhoubaar nie. Stellings word gemaak dat sommige inwoners hulle tuine natmaak 'n dag nadat dit lekker gereën het, ander weer los hulle water die hele aand aan. Na al die goeie reëns wat ons gekry het, is dit nie nodig om langer as 15 tot 20 minute nat te maak nie. Hierdie is 'n uitdaging wat ons as 'n gemeenskap in Bronberg saam hande sal moet vat om te verseker dat ons die probleem kan oorbrug. As 'n direkte gevolg van die hoë waterverbruik, gaan ons die eerste keer in ons bestaan die finansiële jaar met 'n verlies afsluit. Ons as Direksie en Bestuur doen alles moontlik om waterverbruik te normaliseer, maar ons het elke inwoner se hulp nodig om saam met ons hierdie wa deur die drif te trek.

2. AFLEWERINGSVOERTUIE:

Dit is al 'n geruime tyd dat ons probleme met afleweraars ervaar. Dit skep 'n veiligheidsrisiko en is bitter moeilik om te beheer. As deel van 'n plan om die risikos te verminder, het ons verlede week besluit om vanaf Maandag, 9 Maart, die tye van aflewering voertuie te beperk. Aflewering sal slegs van 08:00 tot 19:00 deur die hek toegelaat word. Indien daar aflewering buite hierdie tye plaasvind, kan die pakkies by die hek afgehaal word. Sekuriteit sal u steeds skakel en inlig dat die pakkies by die hek is en dat u dit kan kom afhaal.

3. VERVANGING VAN HEININGPAALTJIES:

Ons het die afgelope paar jaar daarop gefokus om die ergste vrot houtpaaltjies met plastiekpaaltjies te vervang. Verlede jaar het ons 2200 paaltjies vervang. Hierdie jaar gaan ons in die orde van 8000 paaltjies vervang. Ons gaan by 'n punt begin en al die paaltjies by 'n eenheid vervang, en nie meer net op vrot paaltjies fokus nie. Ons het 'n kontrakteur aangestel om die werk te doen en ons vertrou dat die werk vinniger afgehandel kan word deur op hierdie wyse te werk.

Dit sluit alle privaatpaaltjies uit. Elke eienaar is verantwoordelik om self te reël om privaatpaaltjies te vervang.

4. SORGSENTRUM:

Die huidige diensverskaffer van ons Sorgsentrum, Procare, het kennis gegee om hulle kontrak te beeindig. Die kennisperiode strek tot 31 Mei. Ons het reeds vir Medwell/La Vie as die nuwe diensverskaffer aangestel. Ons het prosesse in plek om te poog dat hulle reeds met ingang van 1 Mei die bestuur van ons Sorgsentrum oorneem.

5. BRONBERG ARMS RESTAURANT:

Die spyskaart van die Arms Restaurant is onlangs uitgebrei en bied nou 'n wye verskeidenheid van geregte aan. Daar is 'n ekstra persoon aangestel om die diensvlakke te verbeter.

Neem asseblief kennis dat geen aflewering deur die Arms gedoen kan word nie. U kan bestel en dit self gaan afhaal. Daar is ongelukkig nie genoeg personeel om aflewering in die totale diens in te sluit nie.

6. SPELETJIESKAMER:

Al die gebreekte toerusting by die gimnasium is herstel. Ons bring dit weer onder elkeen se aandag dat die Speletjieskamer slegs vir inwoners is. Geen besoekers word toegelaat nie. Dit sluit kinders en kleinkinders in.

7. AANWENDING VAN TUINIERS:

Ons bring dit net weer onder almal se aandag dat geen van die tuiniers vir privaatdoeleindes aangewend mag word nie. Die tuiniers is kontraktueel tot Bronberg verbind en mag glad nie enige privaatwerk doen nie. Ons monitor hulle tye streng met die nuwe toegangstelsel en indien hulle nie binne die gegewe tye uit die Landgoed is nie, word streng stappe teen hulle geneem.

8. VERVANGING VAN WARMWATERTOESTELLE:

Alle warmwaterstoestelle (geysers) wat beskadig word en deur die versekering geeis word, word met goedkeuring van die versekeraar met 150 liter toestelle vervang. Meeste van die eenhede se bestaande toestelle is wel 150 liter, maar daar is gevalle waar eenhede met 200 liter toestelle toegerus is. Indien die inwoner van so 'n eenheid steeds 'n 200 liter toestel verkies, kan u net die addisionele bedrag van die verskil tussen die twee toestelle inbetaal.

9. AANMELD VAN KLAGTES:

Dit is belangrik dat alle klagtes formeel aangemeld word. Dit kan in die boek by Ontvangs aangemeld word of per e-pos aangemeld word. Alle klagtes word op die WeConnect stelsel en op die Klagtematriks aangebring. Dit bied aan Bestuur die vermoë om die afhandeling van klagtes te monitor en seker te maak dit geniet die nodige aandag.

Moenie klagtes by Direkteure of Bestuurslede aanmeld as hulle by u eenheid verbyloop of as u hulle by die Worsbroodjie-aande raakloop nie. Dit raak vergete en word dan nie by die amptelike prosesse ingesluit nie.

10. AFLEWERING VAN KOMBUISETES:

Ons probeer die aflewering van kombuisetes by huise te beperk. Indien u nie by die eetsaal wil gaan eet nie, dan is dit verkieslik om u ete te bestel en self te gaan afhaal. Ons het met verskeie risikos te make wanneer dit by afleverings kom. Etes mag nie lank staan nie, dit moet binne 45 minute afgelewes word, as dit nie genoegsaam afgekoel word nie, moet dit baie gou geëet word. Dit is bitter moeilik om al hierdie veranderlikes te bestuur en hou bepaalde gesondheidsrisikos in. Kom eet gerus in die eetsaal en indien dit nie moontlik is nie, kom haal u kos self af.

In gevalle waar inwoners fisies nie in staat is om hulle kos te kom afhaal nie, sal afleverings steeds geskied. Hoe minder afleverings daar is, hoe vinniger word etes afgelewes en verminder die risikos dienooreenkomstig.

Dit bly hartseer om te sien hoe van ons ouer inwoners weier om by stopstrate te stop. Om vinnig in die Landgoed te ry en om nie by stopstrate te stop nie, hou 'n wesenlike gevaar vir die res van ons inwoners in. Ons het baie inwoners wat nie meer goed kan hoor nie, nie goed kan sien nie en nie meer vinnig kan loop of vir 'n voertuig kan wegspring nie. Dink asseblief aan hulle en ry 20 km/u en gehoorsaam asseblief die stoptekens.

Groete,

Alan Snyman



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Dear Bronberg Residents,

The little bit of summer we had is over. Autumn has officially begun... with wonderful soft rain! I would like to share the following important information with you:

1. WATER CONSUMPTION:

We have done a great deal to reduce our extremely high water consumption. We repaired two major leaks, fixed valves, improved water pressure, and installed additional monitors. Unfortunately, our water usage is still above normal. We have drastically reduced irrigation of the Estate's gardens.

We need everyone's cooperation to bring water consumption back to normal levels. It is currently an enormous expense and simply not sustainable. Reports have been made that some residents water their gardens a day after we have had good rain, while others leave their water running the entire night. After the good rains we have received, it is not necessary to water for longer than 15 to 20 minutes. This is a challenge that we, as a community in Bronberg, must tackle together to ensure we overcome the problem. As a direct result of the high water consumption, we will, for the first time in our history, be closing the financial year with a loss. As the Board and Management, we are doing everything possible to normalize water consumption, but we need every resident's help to pull this wagon through the drift.

2. DELIVERY VEHICLES:

For some time now, we have been experiencing problems with delivery drivers. This creates a security risk and is very difficult to manage. As part of a plan to reduce the risks, we decided last week that, from Monday 9 March, delivery vehicle access times will be restricted. Deliveries will only be allowed through the gate from 08:00 to 19:00. If deliveries take place outside these hours, parcels may be collected at the gate. Security will still contact you to inform you that your parcel is at the gate and that you may collect it.

3. REPLACEMENT OF PICKETS:

Over the past few years, we have focused on replacing the worst of the rotten wooden fencing with plastic fencing. Last year we replaced 2,200 pickets. This year we plan to replace approximately 8,000 pickets. We will start at a specific point and replace all the fencing at a unit, no longer focusing only on rotten fencing. We have appointed a contractor to do the work and trust that it will be completed more quickly by working in this way. This excludes all private fencing. Each owner is responsible for arranging the replacement of their own private fencing.

4. FRAIL CARE:

The current service provider of our Care Centre, Procare, has given notice to terminate their contract. The notice period runs until 31 May. We have already appointed Medwell/La Vie as the new service provider. Processes are in place to attempt to have them take over the management of our Care Centre with effect from 1 May.

5. BRONBERG ARMS RESTAURANT:

The menu at the Arms Restaurant has recently been expanded and now offers a wide variety of dishes. An additional staff member has been appointed to improve service levels. Please note that no deliveries can be done by the Arms. You may place your order and collect it yourself. Unfortunately, there are not enough staff members to include deliveries as part of the overall service.

6. GAMES ROOM:

All broken equipment at the gym has been repaired. We once again bring it to everyone's attention that the Games Room is for residents only. No visitors are allowed, including children and grandchildren.

7. UTILISATION OF GARDENERS:

We would like to remind everyone that none of the gardeners may be used for private purposes. The gardeners are contractually bound to Bronberg and may not perform any private work.

We strictly monitor their working hours with the new access system, and if they are not out of the Estate within the specified times, strict action is taken against them.

8. REPLACEMENT OF GEYSERS:

All geysers that are damaged and claimed through insurance are, with the insurer's approval, replaced with 150-litre units. Most units already have 150-litre systems installed, but there are cases where units are equipped with 200-litre systems. If a resident of such a unit prefers to retain a 200-litre system, you may pay in the additional amount representing the difference between the two units.

9. LODGING OF COMPLAINTS:

It is important that all complaints be formally logged. This can be done in the book at Reception or by email. All complaints are recorded on the WeConnect system and on the Complaints Matrix. This enables Management to monitor the handling of complaints and ensure that they receive the necessary attention.

Please do not report complaints to Directors or Management members when they walk past your unit or when you see them at social events. These matters are easily forgotten and are then not included in the official processes.

10. DELIVERY OF KITCHEN MEALS:

We are trying to limit the delivery of kitchen meals to homes. If you do not wish to eat in the dining hall, it is preferable to order your meal and collect it yourself. There are several risks involved when it comes to deliveries. Meals may not stand for long; they must be delivered within 45 minutes; if they are not cooled sufficiently, they must be eaten very quickly.

It is extremely difficult to manage all these variables and this involves certain health risks. You are welcome to dine in the dining hall and, if that is not possible, please collect your food yourself.

In cases where residents are physically unable to collect their food, deliveries will still take place. The fewer deliveries there are, the faster meals are delivered and the risks are reduced accordingly.

It remains concerning to see how some of our older residents refuse to stop at stop streets. Driving fast within the Estate and failing to stop at stop streets poses a real danger to the rest of our residents. We have many residents who can no longer hear well, see well, walk quickly, or move out of the way of a vehicle. Please think of them, drive at 20 km/h, and obey the stop signs.

Kind regards,

Alan Snyman