

THE A – Z OF DRV

Subject to change, E&OE

Activities

The village is very busy and we do have a lot of social activities. There are weekly, monthly and other general activities. An updated schedule is attached for your information. Please keep an eye out for the monthly social circular with information on specific activities for the current month.

Address and Postal Information

We have had many problems with the postal service hence we do recommend that you use the physical address as your postal address if you need to make use of the postal service. It is not very reliable and if there is an alternate option it may be better to use that. The address is:

Your name
Unit ** Douglasdale Retirement Village
28 Galloway Avenue
Douglasdale 2191

We have a team of very willing volunteers who put post into post boxes on a regular basis. Each apartment building post boxes are situated at the main building entrance. The houses post boxes are situated in the Lifestyle Centre next to the board room. Circulars and village communications are placed in each post box of residents who do not have email – this is controlled by reception and the postal volunteers.

Balconies

Only items considered to be “pleasing on the eye” may be placed on the apartment balconies. (e.g. table, 2 chairs and a pot plant). Packing boxes, mops, exercise bikes etc are not permitted.

Bus Service

The village offers a shuttle bus service to the local shops three times a week. On a Monday the bus goes to Pick n Pay from 9 to 10am, on a Wednesday it goes to Northgate shopping centre from 9am to midday and the Friday trip is to Bryanpark from 9 to 10am. The cost is R20.00 on a Monday and a Friday and R40.00 on a Wednesday. These trips to the shops accommodate a maximum of 13 passengers. There is very limited space for parcels, and it is suggested that residents make use of the shops online purchasing and scooter deliveries for larger items.

Carpports for the apartments and parking in the village

Each of the 1 bedroom, 2 bedroom and some of the bachelor apartments have an allocated carport. The carports are all numbered with the same number as the apartment number. Some bachelor apartments do not have carports, so please do not park in any carport without the permission of the

owner or occupant. Residents may not park in the visitors parking in front of the Lifestyle centre overnight. Residents without parking bays may park in visitors parking near entrance 5.

Care and Well-being

Our village sister's room is situated in Mid care, very close to the doctors consulting rooms. The village sister works a 5 day week and has daily clinics from 8 to 10am and 2 to 3pm. She does regular nursing care (post-surgery checks, wound dressing, BP checks, blood draws for laboratory etc.). There is no charge for the service, but residents are required to pay for any materials used for their treatment. Please speak to the village sister if you need to make any medical appointment. We also have a team of medical people who provide good support in the village – physiotherapists, a podiatrist, travelling dentist etc.

The HOA also offers a free shared care service to residents who have been in hospital. The village carer will assist you for 1 hour per day on weekdays for a period of 7 working days. The time cannot be specified but she is able to assist you with showering and any other personal care during the period. Please chat to matron or the village sister if you would like to make use of this service.

Our Care Centre Service provider can offer all levels of care, from hourly service, to dispensing of meds up to full time care. Please speak to matron if you require information on this. Her telephone ext. is 3351.

Cashless Village

All purchases through reception, the salon, La Vie cleaning, the laundry, the kitchen are with card only. The only exceptions are market days, special functions, raffles, duck food and church collection.

Church Services

There is a weekly Catholic service every Sunday at 9am and an interdenominational service at 10am. These services are in the hall. The weekly Bible study is held in the Boardroom every Tuesday at 4pm and a weekly prayer meeting is held every Wednesday at 2pm. The prayer meeting venue does change so please enquire at reception if you would like to join the prayer group. There is an Anglican communion service on the second Wednesday of every month at 9.30am in the living area in Sunbird apartments (Building 3)

City of Joburg rates account. Each owner gets their rates account directly from the CoJ accounts department. New owners should follow up on this as soon as the unit is registered in their name. Do not pay a rates account that is still in the previous owner's name. Wait for it to be transferred into the new owner's name. If the unit is registered in your own name, you may be entitled to a rates rebate. The terms and conditions change when properties are revalued for rates purposes. Below are some important notes.

- Owners may only get the rebate if the unit is registered in their own name, and they occupy the unit.
- Owners are entitled to a rebate between the ages of 60 to 69 subject to a means test.
- Owners over the age of 70 years are entitled to a rebate that does not require a means test. There are however property value limitations.

Reception can assist with information and provide the forms that need to be completed.

CoJ refuse account.

Residents are billed directly for the pick up refuse removal service. This is also discounted for pensioners but does need to be paid directly to CoJ, even if you qualify for a 100% rates rebate.

Cleaning and Laundry Services

La Vie employs cleaners who work on an hourly basis. They also have a variety of laundry services. Please enquire at mid care reception for more information. Sylvia on ext. 3347 or the laundry team on ext. 3352.

Complaints

All complaints must be in writing, handed in at reception and marked for the attention of the General Manager. Residents are requested to attempt to resolve personal one-on-one differences between themselves.

Complimentary Tea and Coffee Station

Complimentary tea and coffee is available every day from 9am to 3pm. The cups are set up in the dining room and residents may help themselves to tea or coffee. The tea/coffee may be consumed in the dining room or on the deck. Please do not take tea into the library or to your apartments. Please do not take tea bags, milk, sugar etc from the tea station to your apartment.

Convenience Kitchen

We do not have a convenience store, the kitchen is very willing to sell residents bread, milk, cool drinks etc. Please chat to the dining room staff. Purchases can be made with your bank card or if you have money in your top up account on your meal booking tag.

Dining

There are several dining options available for our residents. The daily lunchtime menu is placed into post boxes and sent out on email before the last week of the month. Meals need to be booked before midday on the day before. The menu is detailed and contains several different menu options every day.

We have an evening of fine dining at least once a month, a Market Day lunch special every Thursday and a roast meal with dessert every Sunday and Wednesday. Please make an appointment with the catering manager if you have special dietary requirements.

Meals are booked on the Plankomat system and one of the dining room staff will assist you in the booking process if you need help.

Please note residents are no longer obligated to purchase any meals from our caterer Feedem.

FEEDEM OPERATING TIMES

Coffee Shop

Mon – Fri:	09:00 – 15:00
Sat & Sun:	09:00 – 14:00

Dining room Lunch

Mon - Fri: 12:00 – 14:00

Saturday Brunch

Buffet 09:00 – 11:00

Sunday Lunch

Buffet 12:00 – 14:00

Take Away Procedure

Collection

11:00 – 12:00

14:00 – 16:00

(No collections between 12:00 – 14:00)

After 16:00 meals not collected, will be placed in the Takeaway Fridge.

All meals, not collected by 08:30 the following day, will be disposed of.

Deliveries

Deliveries will take place daily between 11.00 and 12.00. If your delivery is later than that, please call the kitchen to find out what is causing the delay.

If there are serious problems, we will send out a WhatsApp as to the reason for the delay.

DSTV Club

Join our DSTV Club for reduced retirement village rates. Please speak to reception for more information.

Emergencies

For any emergency press your panic button. This can be medical or security emergencies. Our security staff and care centre staff both respond. Please note that the panic button will always indicate that the emergency is in your unit. It will not indicate your position elsewhere. We recommend that you have your panic button on you at all times as the emergency response staff will search for you throughout property if you are not in your home. For after-hours emergencies of any type, please call security on ext 3348. They are very knowledgeable and have received training on how to switch off water, electricity etc. and will call out maintenance staff if it is necessary to do so.

Feral Cats, pigeons and birds

Please do not feed the feral cats or the feral pigeons and do what you can to discourage them from settling on your balcony. Bird feeders are not permitted in the village. However, residents are encouraged to grow shrubs and grasses that attract the birds. Floating duck food can be purchased from reception. When feeding ducks please throw the food into the water so that pigeons cannot get to it.

Floor Marshals

We have floor marshals in the apartment buildings. Their purpose is to assist residents in the evacuation process in the event of a fire and to ensure that all residents are aware of the importance of being Health and Safety (H&S) conscious. They have good knowledge of our fire drills and evacuation procedures and are very diligent about making sure that our residents are aware of the H&S risks involved in community living.

Gardeners

The HOA has three gardeners that work on a 1hr45minute basis. This appears to be adequate for maintenance of a small garden. The gardeners are very well trained and efficient. If you would like to make use of this service, please book and pay at reception. The cost is currently R80.00 for the 1hr45min.

Gas Cylinders

Our maintenance team will check and connect gas cylinders to appliances, provided that a job card is logged directly at reception.

Hair and Beauty

Our hair and beauty salon is contracted to Lois. There are two hairdressers and a beautician who does mani's, pedi's, massages etc. Please pop into the salon and ask them about their services. Call them on ext. 3341 for more information.

Keys

We have a very secure lock up area in frail care that houses spare keys for all units in the village. A spare set of keys to your home must be placed in this cupboard in frail care. The keys need to be for the front door – right next to your garage/driveway. Residents in the apartments must make sure that we have a key for your security gate. **Please note:** *if we do not have a set of keys that opens your door and we need to get in for a medical emergency or for any health and safety threat, we will apply force and enter – the cost of making good will be for the owner's account.*

Library

Our library works on an honesty basis i.e. you borrow a book and bring it back when you have finished reading it. The library is cared for by a very dedicated volunteer librarian. Please place the books in the returns basket and keep the library neat and tidy. We love to receive newly donated books. Please do not donate old encyclopedias, business books, recipe books, readers digest condensed books or coffee table books. Modern fiction and nonfiction books in good condition are always gratefully appreciated. For any queries our librarian can be contacted on ext. 3784.

Maintenance

The maintenance and upkeep of the inside of apartments and the balconies is the responsibility of the owner. Owners of house and simplexes are responsible for the inside of their unit as well as the area within the inside of the picket fence that demarcates their exclusive use area. The HOA employs a maintenance department for the common area. This team may only enter residents' homes in the case of emergency. We can recommend people who will assist with maintenance inside apartments and houses. Please speak to reception if you need the contact details.

Mowing of Lawns & Private Gardeners

Our gardens service provider (Turfnet) mows the private garden lawns, trims edges and sweeps paving on a weekly basis. This is not done in the winter months and information is sent out in circulars when there is any change to this procedure

Pets

Dogs are permitted in the houses and ground floor apartments. The resident needs to apply for the pet to move into the village. Application forms are available from reception, and must be submitted with a photo of the dog as well as its inoculation certificate. A village pet register is kept. Dogs are not permitted in the common area without a leash, and you are required to pick up your animal's excrement. No cats are permitted Please note that no visitors may bring their pets into the village.

Pre-occupation Assessment

Our village has as its core model independent living. Every prospective resident has to undergo a pre-occupation assessment. This is undertaken in order to ensure that the prospective occupant is able to live independently. It includes a medical evaluation, as well as family support, finances and lifestyle habits. The village matron and the general manager usually do these assessments together.

Private Functions in the Lifestyle Centre

Residents may use the Lifestyle Centre for private functions; the dates and availability need to be confirmed through reception before finalizing. Many residents use the facilities for memorial services, birthday celebrations, reunions etc. Catering must be done through our catering service provider. If the caterer is not used, they are not required to provide cutlery, crockery etc for the use at private functions.

Refuse and Recycling

Our refuse is collected at 7am on a Monday. The Turfnet gardeners clear the bins from all the houses early on a Monday morning, you may choose to leave your wheelie bin out for collection or place your refuse in a black bag and the gardeners will remove the bag only. Residents in the apartments are required to place their refuse outside their door before 8am. It is collected every day. Please make sure that it is in a sealed refuse bag.

Recycling is collected from the apartments every day, just leave it near your refuse. Recycling in the houses is collected on different days; units 107 to 162 are cleared on Tuesdays, 54 to 106 are cleared every Wednesday and 01 to 53 are cleared on Thursdays. Please support our recycling initiative.

Telephones

We have a new VIOP telephone system with three types of telephone connectivity available. These are a standard desk type phone, a portable phone or an App for a Smartphone. We do not sell cell phone airtime.

DRV Emergency Cellphone Numbers:

DRV Reception: 067 951 1844

DRV Security : 064 961 9066

DRV Village Sister: 084 606 7278

DRV Kitchen: 066 595 0157

Tipping and Staff Christmas Gift

Please do not tip gardeners, cleaners, maintenance men etc. Management strongly discourages any form of tipping. The village organizes an annual Christmas collection and residents may contribute to a staff Christmas gift in that way. This is not obligatory.

Village communication

We do everything possible to make sure that residents are kept informed. Circulars are sent out regularly via email. Printed copies are distributed via the post boxes of residents who do not have an email address. Board of directors communications are sent to residents via the general manager's email address and through the CSi WeConnectu system. We have WhatsApp groups for our residents for reminders and urgent communication. A hard copy of any urgent communication is hand delivered to each unit.

Watering of Gardens and Water Restrictions

Watering may be done early morning and late afternoon after sunrise and before sunset. No watering may be done after dark. Paving may not be cleaned with a hosepipe and cars may not be washed with a hosepipe. Please use a bucket.

Weekly Market

Thursday is market day with an enticing variety of items for sale. We have big market days close to celebratory days – Christmas, Easter, Mothers Day and special village functions. On these days the social committee makes their famous pancakes, we have more stall holders, and the market is busy and exciting. Keep an eye out for the information in regular circulars.

HOMEPOWER

A suite of electricity tariffs for residential customers based on the size of the supply and also may be applied to supplies such as churches, schools, halls, clinics, old-age homes or similar supplies in Urban areas with an NMD of up to 100 kVA, with the following charges:

The Homepower Standard tariff is made up of a range of tariffs, as follows:

Homepower 1	dual-phase 32 kVA (80 A per phase) three-phase 25 kVA (40 A per phase)
Homepower 2	dual-phase 64 kVA (150 A per phase) three-phase 50 kVA (80 A per phase)
Homepower 3	dual-phase 100 kVA (225 A per phase) three-phase 100 kVA (150 A per phase)
Homepower 4	single-phase 16 kVA (80 A per phase)
Homepower Bulk	No limit

The Homepower Standard tariff for Non-local and Local Authority has the following charges:

1. Inclining block rate c/kWh energy charges applied to all energy consumed, divided into two consumption blocks: and
2. a R/POD/day network capacity charge based on the NMD (size) of the supply.

*The Homepower Standard tariff is available for both prepaid and billed supplies, but it is to be noted that the daily network capacity charges remain payable in both instances.

HOMEPOWER Standard - Non-local authority charges

	Energy charge [c/kWh]				Network capacity charge [R/POD/day]	
	Block 1 [>0 - 600 kWh]	VAT incl	Block 2 [>600 kWh]	VAT incl	VAT incl	
Homepower 1	217,79	250,46	343,91	395,50	R 9,33	R 10,73
Homepower 2	217,79	250,46	335,33	385,63	R 17,48	R 20,10
Homepower 3	217,79	250,46	335,33	385,63	R 36,09	R 41,50
Homepower 4	217,79	250,46	350,24	402,78	R 5,70	R 6,56

Direct from Eskom

HOMEPOWER Standard - Local authority charges

	Energy charge [c/kWh]		Energy charge [c/kWh]		Network capacity charge [R/POD/day]	
	Block 1 [>0 - 600 kWh]	VAT incl	Block 2 [>600 kWh]	VAT incl	VAT incl	
Homepower 1	220.47	253.54	348.11	400.33	R 9.43	R 10.84
Homepower 2	220.47	253.54	339.38	390.29	R 17.69	R 20.34
Homepower 3	220.47	253.54	339.38	390.29	R 36.55	R 42.03
Homepower 4	220.47	253.54	354.52	407.70	R 5.78	R 6.65

This is theV Tariff

WARNING !!! THIS IS A REPRINT
of a token issued on 2023-08-04

iSwitch Prepaid

Vat Reg No:	iSwitch Prepaid
Receipt Number:	RCT1691152604908
Date:	2023-08-04 14:36
Meter No:	07084108146
Tariff:	Eskom Homepower 4 - 5.21%
Customer:	DOUG [REDACTED]

iSwitch Admin

Your Electricity Tokens

STANDARD TOKENS

2654 0765 4961

1522 3107

20 digit number to be put into meter.

Units (kWh):	164.3
Amount:	R357.76
VAT:	R53.66

Actual units purchased.

Service Charges:

Network Capacity Charge

Amount:	R136.80
VAT:	R20.52

I-Switch Discount

Amount:	-R30.52
VAT:	-R4.58

Channel Fee

Amount:	R30.52
VAT:	R4.58

Vend Fee

Amount:	R27.18
VAT:	R4.08

Total Fixed Charges:	R163.98
Cost of Units:	R357.76
VAT:	R78.26
Grand Total:	R600.00
Payment Type:	other

0164.3 kWh @ 218.00 c/kWh

EXPLAINING ELECTRICITY AT DOUGLASDALE RETIREMENT VILLAGE

How the Electricity gets to the village.

Eskom is the supplier of electricity, directly to the village.

It is very important to understand that City Power does not supply electricity to us. There will be occasions when nearby developments and estates have power and we do not, or vice versa.

We have one meter into the village and that is situated on the Southeast side of the village in Niven Road.

How the electricity gets to your home.

Once the electricity goes through the Eskom meter, the distribution thereof becomes the responsibility of our village.

Each home (simplexes and apartments) has a separate supply meter, these are managed through the kiosks on the streets for the simplexes and the cupboards in the passages for the apartments. Residents do not have access to these points and they are very carefully managed by our maintenance manager. Senior security staff have all received training on how to detect individual problems and to restore power if individual units experience problems after hours.

The supply meters then go through a pre-paid meter as the supply is fed through to each individual unit.

How the pre-paid meter is managed.

iSwitch is our prepaid electricity service provider. They manage the supply of prepaid electricity to each one of the meters in the village. They keep historical data related to the purchase and consumption of electricity for each meter. They also send us reports that assist in alerting us with regard to faulty meters or meters that have been tampered with.

This monitoring is done at the point of purchase, not according to how the electricity is used once it goes onto each meter. That needs to be managed by each individual resident. We cannot tell how much electricity you have used, or what the balance is on your meter.

iSwitch charges each user a 5.21% (vat excluded) vending and management fee every time electricity is purchased. This is way below the industry norm of 12 to 15%

The 20 digit token on the pre-paid token that you receive needs to be entered into your pre-paid meter. This is not done automatically when the purchase is made. (Many new residents don't realise this.)

Your electricity meter has a specific meter number. This number is required when you purchase electricity. We have all the numbers at reception, if you plan to buy at Pick n Pay or at the garage you will need to provide your meter number. Take an old electricity receipt with you as the meter number is on the top section of the receipt.

If you provide the wrong meter number you will not be able to load your meter with the purchase.

The cost of electricity

As Eskom is our Service provider, the increase is on 1 April every year.

The tariff used for all homes in the village (simplex and apartments) is Eskom Homepower 4. (extract from the Eskom tariff book is attached.)

The 2023 tariff for Eskom Homepower 4:

All prices include VAT.

Network Access Charge	R6.56 per day.	This is calculated from the date of purchase back to The date of the last previous purchase.
kWh (units)	R2.5046 unit	Less that 600kWh (units) per calendar month
kWh (units)	R4.0278 unit	For any more than 600 kWh in a calendar month.

Just a final bit of explaining.

The cheapest way to buy electricity is at our village reception, we do not charge any additional fees as the supermarkets and petrol station and online channels do.

All electricity purchases made at reception are paid into the HOA bank account. All purchases made through other means are paid over to the HOA at the end of the month (after they have claimed their 5.21% vending and management fee.)

The HOA pays the Eskom account. The difference between the amount of electricity purchased by the residents and the electricity recovered from the village service providers (kitchen, frail care, mid care and the laundry) is then taken as common use electricity. Streetlights, building passages, lifts, lifestyle centre, electric fence and access control etc.

We always encourage residents to purchase extra electricity just before the annual increase on 1 April every year. This helps with the extra electricity that may be used in the cold winter months.

Residents are advised by the receptionists if their electricity purchases will exceed the 600kWh at the lower rate.

We encourage residents to monitor their electricity consumption very carefully. I feel that it is a good idea to take a photo of your meter balance once you have added your monthly purchases in.