



Greetings and welcome to The Coves. This document contains important information. Please read it carefully – any questions – the Estate Team are there to help.

Phone - 012 207 1465

## Contents

<b>Community Living</b> .....	<b>3</b>
An owner has the following rights .....	3
An owner has the following responsibilities.....	3
<b>The Beginning</b> .....	<b>3</b>
Registration at The Coves .....	3
Access Control .....	3
Communication .....	4
Emergency numbers .....	4
<b>Living Here</b> .....	<b>4</b>
The Estate Office.....	4
Refuse Collection .....	5
Garden Refuse.....	5
<b>The Cove Community App</b> .....	<b>6</b>
<b>Fun stuff at The Coves</b> .....	<b>6</b>
<b>Communication and Social Media</b> .....	<b>7</b>
The Coves Community Facebook Group.....	7
The Coves WhatsApp Groups .....	7
The Coves E-Zine (Online Magazine).....	7
<b>Social</b> .....	<b>7</b>
<b>Environment and Wildlife</b> .....	<b>7</b>
<b>Critical Information</b> .....	<b>8</b>
<b>General information</b> .....	<b>8</b>
General Conduct .....	8
Sewage Treatment Plant .....	9
Water Treatment Plant .....	9
Architectural Guidelines.....	9

## Community Living

A community is more than just a group of people living together. A community is a group of people who lean on each other in troubled times and celebrate in joyful times. We respect our different cultures, value our diversity, and live in harmony with one another.

The community consists of owners, tenants where applicable, the Board, the Estate Management office, and various sub-committees. In our Estate, we also have Sectional Title developments that have their management structures. When an owner rents out their property, they must ensure that they comply with the Estate's tenants' policy and that the tenant understands the rights and responsibilities reflected below and our rules. The owner is responsible for the actions of the family, tenants, employees, and guests.

### An owner has the following rights

- A well-run, efficient community association
- Well-maintained common areas
- Treatment with respect and fairness in all dealings with the association
- A copy of the rules and regulations on the purchase of the property
- Fair and consistent enforcement of regulations
- Transparency in association policies and a procedure for appeal where necessary.

### An owner has the following responsibilities

- To educate themselves regarding the rules and regulations of the community
- Comply with these rules and regulations and, where the property is rented out, ensure that their tenants do as well
- Show respect to neighbours and other members of this community
- Show respect to the Board of Directors, the Management Team, and any of their appointed agents/staff
- Ensure that the association has the correct contact details
- Ensure their levies are paid timeously

## The Beginning

### Registration at The Coves

As a new resident, you must register as soon as possible.

### Access Control

- Contact Jean-Mari at 012 207 1561 or [admin@thecoves.co.za](mailto:admin@thecoves.co.za) for access control registrations. Access registration is for yourself, your spouse, and your staff members. Registration of vehicles, boats, golf carts and pets is also required.
- Different procedures are applicable – Jean-Mari will share the information.

- If you are not registered on the access system, you cannot access the Estate and can't give visitors access.
- This service is available during working hours.

## Communication

- You need to register to access our Information Portal, and Jean-Mari will also assist you with this registration. We use the Portal for bulk communication and updates (e.g. power failures, special events, etc.).
- We also have Facebook (on page 7) and WhatsApp groups (on page 7)

## Emergency numbers

For 24-hour Security and Emergency Assistance (including support for snakes and medical emergencies) - 012 207 1561. This number is also your after-hours contact number for any estate maintenance matters.

Other important numbers:

- |                                     |                             |
|-------------------------------------|-----------------------------|
| • SA Police Services and Water Wing | 012 253 7000                |
| • Brits Fire Department             | 012 250 2222                |
| • NSRI – Hartbeespoort Dam          | 082 990 5961                |
| • Snake Park help lines             | 082 781 8498 / 072 856 2331 |

PLEASE SAVE THESE NUMBERS ON YOUR PHONE NOW!

## DISCLAIMER

The Coves Governing Body NPC, their Agents, Contractors, Employees and Appointees shall not be liable for any injury, loss, death or damage to any person or property arising from any cause whatsoever, including and without limitation to it, the negligence of the above persons, The Coves Governing Body NPC or the acts of any of its Agents or Employees or Appointees. Without in any manner derogating from the above, all members and visitors to The Coves make use of the internal roads and facilities in the Estate at their own risk.

## Living Here

### The Estate Office

For all the assistance you need:  
012 207 1465 (Office Hours Mon – Fri)

[maintenance@thecoves.co.za](mailto:maintenance@thecoves.co.za)

[admin@thecoves.co.za](mailto:admin@thecoves.co.za)

[info@thecoves.co.za](mailto:info@thecoves.co.za)

[operations@thecoves.co.za](mailto:operations@thecoves.co.za)

[manager@thecoves.co.za](mailto:manager@thecoves.co.za)

Theo Sandenbergh

Jean-Mari van Deventer

Wendy Makoti

Dries Botha

Caieta Grobler

## Refuse Collection

Refuse is collected on Wednesdays for the rest of the non-recyclable refuse.

## Garden Refuse

Garden refuse will be collected on Wednesdays and Fridays, and residents are requested to put the bags out first thing in the morning. If the pickup is missed due to bags not being put out early in the morning, the pickup will have to stand over until the next collection day. Only grass cuttings, leaves, flowers, weeds, or small plants will be collected and must be bagged. Branches and tree stumps will not be removed, and the owner must make alternative arrangements.

## Recycling

Recycling is collected every Thursday by an external recycling service provider. Special green bags are provided for recycling items. Please see below an info flyer on recycling:

### RESIDENTIAL ESTATE RECYCLING

**Weekly Residential Estate Recycling collection schedule:**

Day of the week	Residential Estate
Monday	Midstream Estate
Tuesday	Midlands Estate Xanadu Estate
Wednesday	Midfield Estate Midstream Hill Retire@Midstream Blue Valley Estate
Thursday	Irene Farm Village Candlewoods Estate Woodlands Estate Westlake Estate The Coves
Friday	Centurion Estate Midstream Ridge

**What?**  
KEEP OUR ESTATE CLEAN!  
Join the Recycling Revolution

**How to Recycle?**  
- Rinse out recyclables  
- Put all your recyclables into the green Remade bag - no sorting needed!  
- Put the bag outside on your collection day.  
We'll do the rest!

**Who?**  
Everyone in Our Estate - no registration needed

**When?**  
on our weekly collection day

**Where?**  
Put your full bags on the pavement for Remade to collect.  
Find out from your HOA how to get more bags.

**It's EASY!  
It's FUN!  
It's for OUR earth!  
It's for our FUTURE!**

**REMADE RECYCLING**  
WASTE MANAGEMENT SOLUTIONS  
0860 736 233 | remade.co.za

### How does it work? What can be recycled

- Get your supply of green Remade recycling bags.(find out details from your HOA)
- Put all your recyclables into the bag – no need to sort, we do that for you.
- Put your bags of recyclables onto the sidewalk on collection day.

**Paper**  
office paper  
newspaper  
cardboard boxes  
magazines  
cereal boxes  
liquid packaging

**Plastic**  
clear plastic bags  
shopping bags  
clingwrap  
milk bottles  
cold drink bottles  
sauce bottles  
ice-cream tubs  
margarine tubs

**Cans (please rinse)**  
food cans  
beer cans  
cold drink cans

**Glass**  
beer bottles  
wine bottles  
cold drink bottles  
sauce bottles  
pickle jars  
jam jars

*Please don't put any food waste, plant material or nappies into the recycling bags.*

**NO NEED TO SORT !!**  
put all your recyclables in the same green Remade bag... we will sort it for you!

**REMEMBER, ONLY USE GREEN REMADE BAGS. NO BLACK BAGS**

**Glass**  
**Cans**  
**Liquid Packaging**  
**Cardboard**  
boxes must be flattened and stacked with the bags  
**Paper**  
**Plastic**  
**Waste**

**Recycle Bag**  
REMADE RECYCLING

**What can NOT be recycled**

Paper	Plastic	Cans	Glass
* paper with gloss or laminate	* Polystyrene	* oil cans	* window glass
* paper with glue	* PVC pipes	* paint cans	* plate glass
* tissue paper	* kooky pipes	* if in doubt, ask	* glass shelving
* post-it notes			* automotive glass
			* laboratory glass
			* ceramic, pyrex

**TRANSFORMING THE FUTURE OF RESIDENTIAL ESTATE WASTE MANAGEMENT**

## **The Cove Community App**

Now you are here at our lovely Estate, and you will want to invite your friends to visit. Visitors can be granted access via an access code generated by **The Coves Community App** or via a call from the Main Gate when your visitor arrives.

Please see below instructions on how to download **The Coves Community App**:

**The Coves Community App** can be downloaded from the Apple iStore or the Google Play Store.

### **Step 1: Download the App**

Search The Coves Community App on the app/play store to install the APP.

### **Step 2: Create an Account**

Once The Coves Community App is installed, open the App and create an account.

- Users who sign up for The Coves App will create their own Glo-ID.
- All required fields are to be filled in.
- Accept terms and conditions.
- Click on sign up

### **Step 3: Account Verification**

Confirm your details.

- If all details are correct, click on submit.
- Should you have made a spelling mistake and the details are inaccurate, go back by clicking on the Make Changes button and make the necessary changes.
- A confirmation SMS with the verification code will be received once the submit button is selected.
- Enter the confirmation code and click on submit button.
- You will be directed to the sign-in screen.

## **Fun stuff at The Coves**

We have the following amenities

- The Oaks, our on-site restaurant (currently open Tuesday to Sunday) with meals and a bar
- The Oaks has a loyalty card system – details from The Oaks
- Squash & Tennis Courts
- Swimming pools at the restaurant and waterfront
- Walking and cycling trails
- A 'pump' track for cycling next to the tennis court
- Fishing
- Private Airstrip for member Aviators
- A Radio-Controlled Flying club
- Launching facility for member boats

- Fitness activities
- Various member clubs and associations – details from the Estate office – such as birding, hiking, arts and crafts
- Fibre installation to freehold coves through a service provider

## Communication and Social Media

### The Coves Community Facebook Group

The Coves Community Facebook group is a closed group for owners and tenants of the Estate, and you must be approved to be on it. Please ask to join through Facebook (or see the Estate office). Adverts for your business are allowed once a week. Photos are welcome.

### The Coves WhatsApp Groups

The Coves management manages The Coves Management WhatsApp groups for each Cove to communicate better with residents. The WhatsApp communication platform will be in addition to the current communication platforms.

The WhatsApp number will be operated from 08:00 – 16:00 Monday to Friday during which official messages will be communicated. Service disruptions will be communicated 24/7. Please note that the group will be a closed group, and any responses will be sent directly to the admin and will not reflect on the group. You can take yourself off the group at any time, but the implication would be that you would not receive important information.

While you will not be able to post on the group, you can reply privately to the admin with your questions, requests, comments, and suggestions  
Admins manage both these groups for content.

### The Coves E-Zine (Online Magazine)

E-Zine Magazine gets circulated quarterly via The Coves App.

## Social

The Coves has an active social committee that arranges events throughout the year.

## Environment and Wildlife

The Estate encourages biodiversity. We have Blesbok, jackals, monkeys, snakes, hares, rabbits, bush babies and many birds.

Please **do not** feed the wildlife – either deliberately or inadvertently. Any animal that sees man as his primary food source behaves unnaturally and can become a pest to the residents.

As one game reserve puts it: A fed monkey is a dead monkey!

Our ethos is naturally perfect. We encourage indigenous, water-wise planting. We may not always be manicured – as we provide hiding places for our wildlife.

## Critical Information

Living on an Estate has rights and responsibilities

All our documents, Memorandum of Incorporation, Rules & Code of Conduct, and Architectural Guidelines are available on our website, [www.thecoves.co.za](http://www.thecoves.co.za). They can also be accessed directly through the GloCMS portal. Access from the Security help desk or The Estate Office.

It is your responsibility to familiarise yourself with the rules, which will be the point of reference in any dispute – but in the interim, we offer the short version – for immediate guidance. If you follow these – it is unlikely that you will need to read that long document!

## General information

### General Conduct

1. We treat others the way we would like to be treated!
2. We respect others' personal space, homes, buildings and ears – no noise pollution – especially after 21:00 and on Sundays. (This also applies to generators and machinery).
3. We pick up after ourselves (including dog poop) and teach others in our family to do the same.
4. We adhere to the rules of safety by ensuring our friends, helpers and family follow the correct access procedures.
5. We promise to keep our little people and animals safe by not speeding on the roads – our speed limit is 30km/h.
6. We acknowledge that the Estate only allows two dogs and two cats per home. We need permission to keep exotic pets like chickens, bunnies, parrots, pythons, and ponies. Pets must be registered with the Estate Office and must have a current rabies certificate.
7. All alterations, builds and changes must go to ARAC (Architectural Review & Aesthetics Committee) for review and sign-off, including repainting.
8. The amenities of The Coves are not to be damaged by inappropriate use and cannot be used after 21:00 (The opening hours of the Clubhouse restaurant



are determined by the service provider).

9. Indigenous and water-wise plants are encouraged, and trees must not be planted in the servitudes as they can interfere with our drains.
10. No off-road motorbikes or quad bikes may be ridden on the Estate.
11. We agree not to feed our wildlife.

### **Sewage Treatment Plant**

Our Estate processes its sewage.

When you flush the toilet or empty the sink, it goes into a plant that cannot process nappies, feminine products, mops, cell phones or any other unwanted items. Some poor person has to climb into the pit and extract these items. Please ensure your family, visitors and helpers are aware of this.

### **Water Treatment Plant**

Our Estate gets its water from boreholes and treats it.

We have five boreholes, two processing plants, a treated water reservoir and an untreated reservoir. This is all reliant on electricity to manage. When the power goes off, a big generator kicks in. If there are any glitches in the system, the water will stop. Please phone the security helpdesk if you have no water.

Water is precious. Our watering schedule helps us to manage this.

Our current watering schedule is as follows:

#### **Monday**

Aero Cove, Mountain Cove, Oyster Cove, Olive Tree Cove and Plover Cove

#### **Tuesday**

Bass Cove (East and West), Woodlands Cove, Fish Eagle Cove and Heron Cove

#### **Wednesday**

Aero Cove, Mountain Cove, Oyster Cove, Olive Tree Cove and Plover Cove

#### **Thursday**

Bass Cove (East and West), Woodlands Cove, Fish Eagle Cove and Heron Cove

#### **Friday**

Aero Cove, Mountain Cove, Oyster Cove, Olive Tree Cove and Plover Cove

#### **Saturday**

Bass Cove (East and West) and Woodlands Cove

#### **Sunday**

Heron Cove and Fish Eagle Cove

We recommend watering at night in summer to save evaporation.

### **Architectural Guidelines**

There are different guidelines for each Cove. These are on the GloCMS portal –

or available from the office. Please note that any alteration or addition, including painting, swimming pools, and even adding on an air conditioner, must be processed through the Architectural and Aesthetics Committee. They currently meet every alternative Tuesday.

**Any questions? Management office at 012 207 1465**