



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

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## 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 Laetitia Frederik 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 are also required.
- Different procedures are applicable – Jean-Mari van Deventer 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 6) and WhatsApp groups (on page 6)

## 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)

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

Michael Kapp  
Jean Mari van Deventer  
Cas Badenhorst  
Laetitia Frederik

## Refuse Collection

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

## Garden Refuse

Garden refuse will be collected on 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 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?

- 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.

### What can be recycled

Paper	Plastic	Cans (please rinse)	Glass
office paper newspaper cardboard boxes magazines cereal boxes liquid packaging	clear plastic bags shopping bags clingwrap milk bottles cold drink bottles sauce bottles ice-cream tubs margarine tubs	food cans beer cans cold drink cans sausage bottles pickle jars jam jars	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**

**What can NOT be recycled**

Paper	Plastic	Cans	Glass
* paper with gloss or laminate * paper with glue * tissue paper * post-it notes	* Polystyrene * PVC pipes * kreypee pipes * if in doubt, ask	* oil cans * paint cans	* window glass * plate glass * glass shelving * 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 **Secure Access App** or via a call from the Main Gate when your visitor arrives.

Please see below instructions on how to download **Secure Access App**:

**Secure Access App** can be downloaded from the Apple iStore or the Google Play Store.

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

Search for Secure Access App on the app/play store to install the APP.

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

Once the Secure Access app is installed, open it. You will be asked to enter your telephone number. After entering it, Secure Access will send you a one-time password (OTP). Enter the OTP, and you will be successfully registered.

## **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
- 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 – 17:00 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, Impala, Nyala, 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. the coves. co. za.](http://www.the.coves.co.za) 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 & Heron Cove

Mountain Cove & Plovers Way

**Tuesday**

Bass Cove & Fish Eagle Cove  
Plover Cove

**Wednesday**

Olive Tree Cove, Oyster Cove  
Woodlands Cove

**Thursday**

Bass Cove & Fish Eagle Cove  
Plover Cove

**Friday**

Aero Cove & Heron Cove  
Mountain Cove & Plovers Way

**Saturday**

Olive Tree Cove, Oyster Cove  
Woodlands Cove

We recommend watering times are 00:00 – 12:00

**Architectural Guidelines**

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

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