



## QUESTIONS AND ANSWERS

### Answering your questions

#### **What does the monthly levy cover?**

All operational costs including rates and taxes, common electricity, all water, 16 meals, clinic sister visits (in-house), five days in the sick bay per year as well as all the external cleaning, gardening and maintenance of the premises. It does not include private electrical consumption, internal cleaning of units or laundry.

#### **Will the levy increase?**

All efforts are made to estimate levies correctly. Due to inflation, levies will increase annually. The estimated average increase is 8% per year.

#### **Do I pay for electricity?**

Yes, electricity consumed within all units will be separately metered.

#### **Do I pay for water?**

No, water consumption is included in the levy.

#### **Can I get a telephone?**

Yes. All residents have the option to install a Telkom landline in their unit. The cost of this service is for the resident's account.

#### **What if I need help?**

The developer has included provision for a nurse call system that can be installed in units on enquiry. It is also CPOA policy to routinely check on residents. This is done in the interests of the resident's well-being.

#### **Is there a resident's committee?**

Yes, a resident's committee may be elected in terms of CPOA's "Rules Governing Residents Committees and Residents Annual General Meetings". Members of the Residents Committee are elected and appointed annually at a Residents Annual Meeting. The purpose of the committee is to work in co-operation with the centre to organize suitable sporting, recreational and cultural activities for the residents, functions and to encourage a sense of camaraderie.

#### **Am I allowed to sub-let my unit?**

No, this is not permitted.

#### **May I keep pets?**

Unfortunately no pets are allowed at Pinelands Grove.

#### **What is the position with visitors?**

All visitors are required to report to the central reception area first where they are so sign a visitor's book. Guests may take meals in the dining room by arrangement with the manager at guest meal rates. Guests are not permitted to stay overnight.

**Are housekeeping services available?**

Cleaning services are available at cost or as per care contract.

**Who manages Pinelands Grove?**

Cape Peninsula Organisation for the Aged (CPOA).

**Are laundry facilities available?**

A coin-operated laundry is available on the premises.

**How does the mail system work?**

Incoming mail is distributed in the resident's general letterbox. Out-going mail can be posted in the post box at the front gate.

**Can I receive deliveries?**

Deliveries made on behalf of residents are to be made to the reception however management does not accept any liability in respect thereof. Residents must make their own arrangements for payment of C.O.D. items.

**Where do I park my car?**

The leasing of a garage parking area does not form part of the contract. All cars are to be parked in the allocated areas only. A limited number of garages are available to residents at a monthly charge.

Requests for garages are to be discussed with the Manager.

**What are the regulations regarding smoking?**

No smoking is permitted in common facilities. Smoking in units is the choice of the individual.

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