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# PEARL VALLEY

— HOME OWNERS ASSOCIATION —

## PEARL VALLEY HOMEOWNERS ASSOCIATION QUESTIONS AND ANSWERS

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### 1. INTRODUCTION TO PEARL VALLEY HOA

#### **What is the Pearl Valley HOA?**

The Pearl Valley Home Owners Association (HOA) is a residential community association which owns the common property in Pearl Valley Estate. All homeowners are members of the HOA.

The main business of the Association is to promote, advance and protect the communal interests of owners and residents, especially ensuring acceptable aesthetic, architectural and environmental standards on the land.

Pearl Valley HOA is a member of the Association of Residential Communities (ARC).

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The PVHOA Board of Trustees consists of 6 elected homeowners. The current team are (in alphabetical order) as follows:

- Barry Lodewyk
- Emma Lyon
- James Miller
- Beverley Schäfer
- Ivan van Niekerk
- Doug Woolley

Ivan van Niekerk is the Chairman and has a deciding vote in the event of a tied vote amongst the trustees.

## **I want to find out more about the HOA – what do I do?**

The HOA has a comprehensive website, with an extensive archive of documents and communications. Please visit [www.pvhoa.co.za](http://www.pvhoa.co.za). Queries may be submitted to the HOA by email to [info@pvhoa.co.za](mailto:info@pvhoa.co.za).

## **Sub-Committees:**

The Board of Trustees has appointed a number of sub-committees in terms of the HOA's Constitution and delegates certain powers and responsibilities to them.

Each sub-committee is chaired by a trustee and includes homeowner representatives, Estate management staff, and specialist consultants / advisers where needed.

These sub-committees assist the Trustees in their responsibilities, and their ambit is to monitor specific functions within the Estate, make decisions within the powers delegated to them, and otherwise make recommendations to the Board of Trustees.

These sub-committees (and their Chairpersons or Trustee representatives) are:

- Finance (Barry Lodewyk)
- Security (Beverly Schafer) \*This is a joint committee with the Val de Vie HOA
- Design Review (Ivan van Niekerk)
- Communications & Events (Emma Lyon and Doug Woolley)
- Estate Development (James Miller)

## **Who manages the Pearl Valley Estate?**

The Board of Trustees delegates authority to the Estate Manager for management of the day-to-day business of the HOA. The Estate Manager also serves as the "company secretary" to the Board. The Estate manager and his team provides regular reports and updates to the

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Trustees, and the HOA's budget is approved by the Trustees and by members at the AGM each year.

The Pearl Valley HOA team currently consists of:

- Greg van Heerden – Estate Manager
- Karen McCarthy – Maintenance Manager
- Ina Nieuwoudt – Finance Manager
- Danelle Jansen – Debtors Clerk
- Relene Celliers – Communications & Events
- Megan Odendaal – Estate Relations & Compliance Officer
- Andries Roux – Building Control Officer
- Daphne Smith – Senior Admin Officer / Receptionist
- Jevan August – Senior Maintenance Supervisor
- 4 Maintenance staff
- 4 Irrigation staff
- 2 Bus drivers

## 2. HOA COMMUNICATIONS

### **What communications are sent by the HOA?**

The following channels are used for communication by the HOA:

1. Email: The primary method for official announcements, notices, important updates, and HOA meeting details. The HOA issues a weekly newsletter to all residents by email.

2. WhatsApp: The HOA WhatsApp (+27 83 981 3271) is used to send short messages to notify residents of urgent or important issues, such as roadworks, water disruptions, security issues, controlled burns, approved drone flights, etc.

The HOA's messaging service is only used for sending important HOA notifications to residents. No third-party messages, marketing or advertising are allowed under any circumstances and residents' contact details will never be shared with any other party.

Any replies to the HOA's messages will be seen by the HOA team only.

The HOA does NOT manage the various residents' Facebook groups, which are managed by private individuals.

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**3. PVHOA Website:** For comprehensive information including the HOA Constitution, Estate Rules, Architectural Design Guidelines, Building Rules and Regulations, past HOA weekly newsletters, meeting notices and related documentation.

**4. Pearl Valley App:** Mobile application for booking facilities, making golf bookings, generating visitor codes, and triggering an emergency SOS call.

## **How do I communicate with the HOA regarding estate matters?**

The first point of contact for general Estate matters is the Estate Management team by sending an email to [info@pvhoa.co.za](mailto:info@pvhoa.co.za). For urgent security matters or medical emergencies, contact the Security Control Room at +27 21 863 6101/03.

## **HOA office hours:**

- Mondays to Thursday: 08:00 – 17:00
- Fridays: 08:00 – 16:00
- Closed on weekends and public holidays.

Please note the Estate team is not on duty 24/7, although there is always a senior person on standby in case of an Estate emergency. Emails are not monitored after hours and will be responded to as soon as possible during normal office hours. Residents are asked to kindly refrain from contacting members of staff directly by phone or WhatsApp messaging after hours and on weekends.

## **How do I contact the HOA?**

- Pearl Valley Switchboard: +27 21 867 8000
- Security Control Room: +27 21 863 6101/03
- General Enquiries: [info@pvhoa.co.za](mailto:info@pvhoa.co.za)
- HOA Accounts Enquiries: [debtors@pvhoa.co.za](mailto:debtors@pvhoa.co.za)
- Compliance Enquiries: [compliance@pvhoa.co.za](mailto:compliance@pvhoa.co.za)
- Building Control Office: [bco@pvhoa.co.za](mailto:bco@pvhoa.co.za)
- Estate Maintenance: [karen.mccarthy@pvhoa.co.za](mailto:karen.mccarthy@pvhoa.co.za)

## **How do I ensure that I receive all important HOA communications?**

To check or update your contact details, including changing email addresses, and adding or deleting a phone number, please send an email to the HOA at [info@pvhoa.co.za](mailto:info@pvhoa.co.za).

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## 3. ACCESS CONTROL ON THE ESTATE

### How do I register for biometric access for myself and my staff?

New Homeowners: Biometric access enrolment forms are distributed upon registration of the property into the new owner(s) name. Please submit the completed form together with copies of ID or passports of all adult residents to [info@pvhoa.co.za](mailto:info@pvhoa.co.za) or deliver to the HOA's office at the Pearl Valley Clubhouse. The physical registration process will then be communicated via email.

New Tenants: Fingerprint registration/enrolment for access can be done once the tenants' estate agent submits an application to the HOA for approval. Please contact [info@pvhoa.co.za](mailto:info@pvhoa.co.za) for landlord leases.

Workers: All contractors, domestic workers, gardeners, au pairs, butlers, PA's, etc., need to undergo a criminal check before enrolment. The enrolment form must be completed and accompanied by a copy of ID/passport and criminal check results. Please contact [info@pvhoa.co.za](mailto:info@pvhoa.co.za) for more info regarding the process and requirements.

Physical enrolment of Pearl Valley new homeowners, tenants, resident visitors, Pearl Valley Hotel long-stay guests, resident personnel (i.e. domestic, gardener, au pair, etc.): Enrolments are done at the Pearl Valley Enrolment Centre at the Pearl Valley Main Gate.

Pearl Valley Enrolment Centre Office Hours: Mondays to Fridays: 08:00 – 17:00 | Closed on weekends and public holidays.

The HOA urges all residents to adhere to the established security procedures to ensure the Estate remains secure. Please note that there are prescribed fines for allowing outsider access without proper authorisation – refer to the Transgression Chart as attached to the Estate Rules.

## 4. SECURITY AND MEDICAL EMERGENCIES

### How is security managed?

Security is shared between Val de Vie and Pearl Valley, and is managed by the Val de Vie Security & Risk Manager, subject to oversight by and in co-operation with the Estate Managers. The main security service contract for guarding and tactical response is currently with Bidvest Protea Coin.

For all security incidents please contact the Security Control Room on +27 21 863 6101/03.

### Who do I contact in case of an emergency?

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In case of an emergency on the Estate, day or night, please phone the Security Control Room directly on +27 21 863 6101/03, and not the Pearl Valley switchboard or the Main Gate.

Other relevant emergency contact details are:

- ER24 Paarl: +27 84 124
- Paarl Mediclinic: +27 21 807 8000
- Medicross Paarl: +27 21 872 3867
- SAPS: +27 21 807 4000
- Paarl Fire Brigade: +27 21 872 2323
- Drakenstein Municipality: +27 21 807 4500
- Voltano Metering: +27 86 186 5826

## **What to do in case of a medical emergency:**

The Titanium Securitas ambulance personnel are stationed at Val de Vie Evergreen Medical Centre and provide dedicated emergency medical care to residents of Val de Vie and Pearl Valley, including transportation to local hospitals when necessary.

Val de Vie Evergreen has made dedicated accommodation available to the ambulance teams during after-hours and standby periods, enabling the ambulance to be available around the clock. Pearl Valley's contribution towards the costs of the service is funded directly by the Pearl Valley HOA.

1. Call for Help: Call the Security Control Room on +27 21 863 6101/03
2. Use the Pearl Valley App: Open the app and press the emergency SOS button.

If the dedicated ambulance is responding to another emergency, your request will be redirected to other available services.

## **5. WASTE AND REFUSE COLLECTION**

### **How do I apply for a bin?**

It is the homeowner's responsibility to apply for a dustbin once Drakenstein Municipality occupation is issued. Use your stand number as reference and contact +27 21 807 4748. For queries relating to applications for new bins, please contact:

[Melissa.Nel@Drakenstein.gov.za](mailto:Melissa.Nel@Drakenstein.gov.za) or [Karen.Fredericks@drakenstein.gov.za](mailto:Karen.Fredericks@drakenstein.gov.za).

### **When is refuse collected?**

Drakenstein Municipality manage the refuse collection on the Estate. Bins are normally collected on a Wednesday morning and may only be left out on the day of collection (preferably before 8am) and need to be taken back inside the property on the same day.

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## **Does the estate provide for recycling?**

The Pearl Valley Estate forms part of the municipal door-to-door recycling service. Each week, on the same day as your refuse removal, your recyclable material (glass, plastic, paper) will be collected. Alternatively, recyclables should be deposited in the designated bins near the Pearl Valley Main Gate.

First time users can collect a bag from the security personnel at the Pearl Valley Main Gate to start off with. Only clear municipal recyclable bags placed next to the refuse bin on day of collection will be collected.

## **How do I dispose of green waste?**

The Green Waste Facility on Watervliet Farm is open from Monday to Friday, from 08:30 to 16:30 and on Saturdays from 08:30 to 13:00. The facility is closed on Sundays and public holidays.

## **What green waste is accepted?**

The facility only accepts organic green waste such as grass clippings, leaves, and small branches with a diameter not exceeding 20mm. Tree stumps, large branches, and other large garden debris are not accepted and must be removed from the Estate. Household refuse, or waste other than organic green waste, may not be dumped at the green waste facility.

## **6. FINANCES & ACCOUNTS**

### **How are the HOA's finances managed?**

During the development period, accounting services and financial management for the HOA were provided on contract by Pearl Valley Investments and overseen by the Finance Sub-Committee and Estate Manager. However, now that the development period has officially ended, all HOA financial functions are managed in-house.

Ina Nieuwoudt and Danelle Jansen are responsible for monthly billing of the HOA levy and water accounts and can be reached on [Ina.nieuwoudt@pvhoa.co.za](mailto:Ina.nieuwoudt@pvhoa.co.za) or [Danelle.jansen@pvhoa.co.za](mailto:Danelle.jansen@pvhoa.co.za).

## **7. WATER MANAGEMENT AND BILLING ENQUIRIES**

### **Who manages the water metering?**

Please note Pearl Valley and Val de Vie are on different systems for water metering and billing. Voltano is appointed by the HOA to provide the water metering service. Each property has a water meter and an AMR device (automated meter reader) installed by Voltano which exports

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water usage readings hourly, daily, weekly, and monthly to the Voltano database. The AMR device cannot influence or manipulate your actual water meter in any way and is used purely for monitoring and recording purposes.

## **Who manages the water billing?**

All potable water on the Estate is provided by Drakenstein Municipality. No matter where you live, all residents within the Drakenstein Municipal area are charged according to the same water tariffs.

Drakenstein water tariffs work on a sliding scale that goes up significantly when large amounts of water are used.

Voltano is only responsible for providing meter readings and technical support. The HOA is responsible for the water infrastructure inside the Estate and for water billing. The HOA charges for water at exactly the rates determined by Drakenstein, as if you would have been charged directly by Drakenstein.

Residents who are concerned about the accuracy of their water meter or AMR device are welcome to instal their own additional water meter in series to the HOA's meter, as a cross-check mechanism. In practice, the HOA has found the meters and AMR devices installed by Voltano to be consistently accurate.

## **What charges are added to the water bills?**

None! All consumption figures and related charges are clearly detailed in the monthly water invoice. There are no hidden extras, add-ons, or commissions charged.

## **How do I query my water bills?**

Refer any questions or concerns directly to the relevant persons:

- HOA Accounts: [debtors@pvhoa.co.za](mailto:debtors@pvhoa.co.za)
- Voltano Technical Department: [info@voltano.com](mailto:info@voltano.com)
- Estate Management: [info@pvhoa.co.za](mailto:info@pvhoa.co.za)

## **8. ELECTRICITY**

### **Who provides the electricity?**

All mains electricity on the Estate is provided by Drakenstein Municipality. The HOA does not manage the reading of meters and is not in any way involved in billing for electricity.



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## **How do I report an electricity problem?**

Please contact the Drakenstein 24-hour Complaints Centre at +27 21 807 4665.

## **How do I query my electricity bill?**

Please contact Drakenstein Municipality on their 24/7 contact line +27 21 807 4500.

## **9. RENOVATIONS AND BUILDING PLANS**

Pearl Valley and The Acres have distinct architectural design guidelines and approved paint colours. The applicable guidelines and colour details can be found on the PVHOA website ([www.pvhoa.co.za](http://www.pvhoa.co.za)). A sample board displaying the approved paint colours for each development is also available for viewing at the HOA offices.

Any new builds, as well as any changes or alterations to an existing building or structure on an erf, including changes to the external colour scheme, require prior written approval by the HOA (per clause 5.6 of the PVHOA Constitution). Additionally, Council approval is required as the final authority, subsequent to HOA approval, and any building work done without Council approval is entirely at the owners' risk, irrespective if HOA approval has been granted.

The HOA's Design Review Committee meets every second Thursday to review and approve plans submitted on behalf of homeowners for new builds, renovations and alterations.

The committee currently consists of Ivan van Niekerk (trustee and chairman), Louis Phillips (professional architect appointed by the HOA), Andries Roux (Building Control Officer), Greg van Heerden (Estate Manager) and Karen McCarthy (Maintenance Manager).

Homeowners are welcome to contact the HOA directly with any queries in this regard: [info@pvhoa.co.za](mailto:info@pvhoa.co.za) or [bco@pvhoa.co.za](mailto:bco@pvhoa.co.za).

## **What are the allowed times for my contractors to work?**

The set working hours allowed on the Estate are from 07:00 – 18:00, Mondays to Fridays. Contractors must leave the Estate by 18:00. No building activity is permitted on Saturdays, Sundays, or public holidays.

## **10. SHUTTLE BUS**

A shuttle bus is provided for homeowners' household staff to get to and from the main gate.

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The shuttle bus service is for the use of residents' household staff only, i.e. cleaning staff, nannies, nurses, gardeners, and other residential assistants who are employed by residents to work in their homes and who are enrolled on the Estate's access system.

The shuttle service is available on weekdays from 07:15 to 16:30. It does not run on weekends, on public holidays, or in the period between Christmas and New Year. Buses circulate along designated routes at 30-minute intervals, making stops only at designated bus stops.

Employees of businesses, contractors, and service providers such as garden and pool services must be transported by their employers and may not use the shuttle bus service. Use of the shuttle buses is at the passengers' own risk. In the event that the service is delayed, running late, or not available for any period of time, for any reason whatsoever, the HOA will notify residents and users as soon as practically possible, but will not be responsible for providing alternative transport arrangements or liable for any claims whatsoever.

## **11. APPROVED SERVICE PROVIDERS**

The HOA has a list of accredited Estate Agents and Builders available on its website at [www.pvhoa.co.za](http://www.pvhoa.co.za).

All contractors and service companies (plumbers, electricians, painters, garden services, pool services, etc.) are required to register and enrol their staff with the Security department.

### **I want to use my own service provider who is not enrolled on the Estate access control system – what do I do?**

The processes for evaluating and registering service providers are stringent because these individuals often work in homes and stands when residents are not present. Importantly, no resident may bring an unregistered service provider into the Estate in their own vehicle.

Exceptions may be made by the Security Team on a case-by-case basis, particularly in emergencies. Residents can email [security@valdevie.co.za](mailto:security@valdevie.co.za) during office hours or contact the Duty Manager at the Security Control Room at +27 21 863 6101/03 for assistance.

In practice the HOA has found the security team very willing to assist in such exceptions, provided they receive prior notice, with suitable reasons for the request, and a copy of the service provider's identity document is provided.

## 12. POST OFFICE

### How and when do I obtain my post box keys?

Please email [info@pvhoa.co.za](mailto:info@pvhoa.co.za) to request post box keys. For lost keys and any other post box-related enquiries, please use the same email address.

### What is my postal address?

Your erf number (e.g. PVG195), Pearl Valley Golf and Country Estate, Paarl, 7646.

Acres residents should use the following format:

Erf number (e.g. TA765) The Acres, Pearl Valley Golf and Country Estate, Paarl, 7646.

### How often is post sorted?

Post is sorted as and when received from the South African postal service. Residents are kindly requested to regularly collect their mail from their post box.

## 13. PETS

### How many pets are allowed?

Please refer to the Estate Rules applicable to your neighbourhood.

## 14. DELIVERIES / FURNITURE REMOVAL

### Do I need to make any special arrangements for furniture delivery or removal?

When making use of a delivery/removal company for moving onto or off the Estate, a Consent and Indemnity Form is required. The form is available on request from [daphne.smith@pvhoa.co.za](mailto:daphne.smith@pvhoa.co.za), or from your estate agent. Kindly return completed forms to Daphne Smith at least 24 hours prior to the move, so that access can be arranged.

### When may deliveries/removals be done?

The Estate allows anytime-delivery for small utility vehicles and scooters (e.g. Uber Eats, Checkers Sixty60, etc.) In the case of larger vehicles, the allowed delivery times are Monday - Friday from 07:00 - 18:00, and Saturdays from 07:00 - 16:00. No deliveries may take place on Sundays and public holidays.

## 15. EQUESTRIAN

### **Can anyone make use of the Equestrian facilities?**

Please refer any queries regarding stabling requirements and any general equestrian enquiries to [Yard.managerpv@valdevie.co.za](mailto:Yard.managerpv@valdevie.co.za).

## 16. BOMA & PICNIC AREAS

### **How do I gain access to the picnic areas and who may use them?**

*Pearl Valley:* The Boma is available to all residents as a picnic area. If you plan to use or reserve the Boma for an event, please contact Daphne Smith at [daphne.smith@pvhoa.co.za](mailto:daphne.smith@pvhoa.co.za) to check availability and confirm the options and rates.

*Val de Vie Estate:* The picnic area is located on the banks of the Berg River, on the northern side of the Estate. Access to the river frontage and the picnic area is controlled, and only permitted to residents via pre-programmed remote controls (with the same remote as for inner lane booms). Access is permitted via three gates – the southern gate, the gate at the picnic area and the northern gate. Access is limited to non-motorised transport, during daylight hours only.

## 17. PEARL VALLEY CLUBHOUSE & VALLEY RESTAURANT

### **Is there Wi-Fi in the Pearl Valley Clubhouse?**

Yes, there is free Wi-Fi available, but the restaurants are not to be used as an office space.

### **What are the trading hours of The Valley Restaurant?**

*Summer season:*

Monday - Sunday from 07:00 - 22:00.

Kitchen closes at 21:30. Bar is open from 11:30 – 22:00. Last round is at 21:30.

*Winter season:*

Mondays:

- The Valley Restaurant: Closed
- Coffee station: 08:00 – 15:00
- Halfway House: Closed

Tuesdays – Saturdays:

- The Valley Restaurant: 08:00 - 21:00 (last food order & drinks orders at 20:45)
- Halfway House: 07:00 – 17:00

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Sundays:

- The Valley Restaurant: 08:00 – 19:00 (last food order & drinks orders at 18:45)
- Halfway House: 07:00 – 17:00

## 18. GOLF CLUB AND GOLF MEMBERSHIP

**Who do I contact if I have Golf Membership related queries?**

Contact Aletia Oosthuizen at [aletia.oosthuizen@pearlvalley.co.za](mailto:aletia.oosthuizen@pearlvalley.co.za).

**Where can I find a copy of the latest Pearl Valley Golf Club Membership Fees?**

A downloadable copy is available on the Pearl Valley Golf Club website, please visit [www.pearlvalley.co.za](http://www.pearlvalley.co.za), or contact Aletia Oosthuizen directly.

**What are the specs for privately owned golf carts?**

Privately owned golf carts used on the Estate must be electric and in the standard manufactured colours (green or beige). If you intend to use the golf cart on the golf course it must be the specified silver pantone colour, as required by Pearl Valley Golf Club Management. All carts must have a decal sticker with the applicable Erf/Lodge number.

Silver decal stickers can be ordered from the Pearl Valley Golf Shop on +27 21 867 8046 at a cost of R180 each (incl VAT).

## 19. ENVIRONMENT

**Who should I contact if I encounter a snake on my property or anywhere on the Estate?**

Please contact the Security Control Room on +27 21 863 6101/03. The security team has trained personnel who will safely remove and relocate the snake.

**Who should I contact if I spot bee or wasp nests?**

If you spot a bee or wasp nest in the private open spaces on the Estate, please contact the HOA office directly at [info@pvhoa.co.za](mailto:info@pvhoa.co.za).

The HOA cannot remove nests from private properties and residents should contact a registered service provider, e.g. Evert from Bergriver Beekeeping on +27 82 558 3989 or +27 72 298 4285, or John de Freitas on +27 76 527 9377.

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