



HOA FEEDBACK SURVEY - OVERVIEW

Dear Residents

We would like to thank everyone who responded to our recent survey. We have now reviewed all the responses and are starting to plan areas of focus for the coming months.

We received 127 responses and a vast number of comments and recommendations on how we can improve our services.

We asked you to rate out of 10 (with 10 being very good and 1 being very poor) in a number of areas. We have now collated the responses and have ranked them according to your feedback.

1. **Security measures** – 96% respondents rated security measures at 7 and above, and 89% agreed that security measures overall are about right.

2. **Communications** – 87% respondents rated communications at 7 and above, with 17% respondents asking for more communications.

3. **Financial controls** – 87% rated financial controls at 7 and above, with 19% respondents asking for more financial reporting and oversight.

4. **Estate management** – 82% respondents rated the overall condition of the estate at 7 and above (appearance, landscaping and maintenance), with 82% agreeing that the level of estate management is about right.

5. **The Acres handover** – 37% respondents rated The Acres handover at 7 and above and 46% respondents think this area needs more attention. It's interesting to note that only 13% respondents live in The Acres.

6. **Design Review Committee** – We asked respondents if they had used the services in the last 12 months, and only 47 respondents had done so. Of these, only 32% rated the service at 7 and

above, and 51% respondents were positive about the Design Review Committee rules.

We received over 120 comments and suggestions on how we can improve our services and on any other areas we should focus on.

A lot of feedback related to PVI (facilities, communication of future plans, etc.) and this has been collated and shared with the PVI Management.

Respondents commented on the need for stricter enforcement of rules against delinquent behaviour and general compliance with estate rules and guidelines.

There were also some comments on estate access (where we try to maintain the balance between good security and access to non-registered persons), and reciprocal access between Pearl Valley and Val de Vie. We have committed at the AGM to monitor the access data closely and to report to members regarding any developments that may have a significant impact on reciprocal access.

Next steps – we are drawing up action plans and areas of focus and will continue to share these with you. The Acres handover and Design Review Committee are being prioritised, as is the review of our Estate Rules.

We thank everyone who took the time to complete the survey and we look forward to sharing more updates in the coming weeks.

Kind regards

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

BE WATERWISE THIS SUMMER

The summer heat is almost upon us, and while this may be ideal weather for the Winelands grape harvest, it can be challenging to keep gardens looking green and well cared for. Water is, of course, a precious resource and should be used judiciously. When it comes to gardening, *waterwise* is the watchword - using irrigation water efficiently and responsibly.

During this time of year, it is especially important for residents to monitor their water consumption carefully and take steps to avoid unexpected high water bills.

Important Reminders and Tips for Pearl Valley Residents

- **Water consumption:**
Please monitor your water usage regularly - either through the **Voltano app** or by physically checking your water meter and recording the readings.
- **Voltano's role:**
Voltano is a service provider appointed by the HOA to install water meters and provide meter reading data. The HOA (not Voltano) is responsible for water billing.
- **Water tariffs:**
All residents within the **Drakenstein Municipal area** are charged according to the same water tariffs, regardless of where they live.
- **Sliding tariff scale:**
Drakenstein's water tariffs operate on a sliding scale, which increases significantly with higher water usage - the more water you use, the higher the rate you pay. A copy of the current tariff scale is available [here](#). Please note that the scale is adjusted according to the

number of days in each month's billing cycle.

- **Garden and pool usage:**

Watering gardens more frequently and topping up swimming pools can quickly lead to substantial increases in water bills.

- **Irrigation systems:**

Automated irrigation systems can disperse large volumes of water in a short time. Some systems are programmed to automatically increase watering periods when temperatures rise above a set level. Residents are strongly advised to **check irrigation settings regularly**.

- **Service providers:**

Always be aware of what your gardeners, garden service companies, or landscaping contractors are doing in terms of water usage on your property.

- **When you are away:**

If you plan to be away from home, even for a few days, arrange with a neighbour or friend to check your property for any water-related issues such as taps or sprinklers running when not supposed to be.

Please remember that it is ultimately the responsibility of each resident to pro-actively monitor and manage their water consumption. The HOA cannot be held accountable for water use on individual properties. Water bills are issued by the HOA based on the meter readings and must be paid in full.

For any questions or concerns, please contact:

- HOA Accounts: debtors@pvhoa.co.za
- Voltano technical department: info@voltano.com
- Estate management: info@pvhoa.co.za

Greg van Heerden
Estate Manager

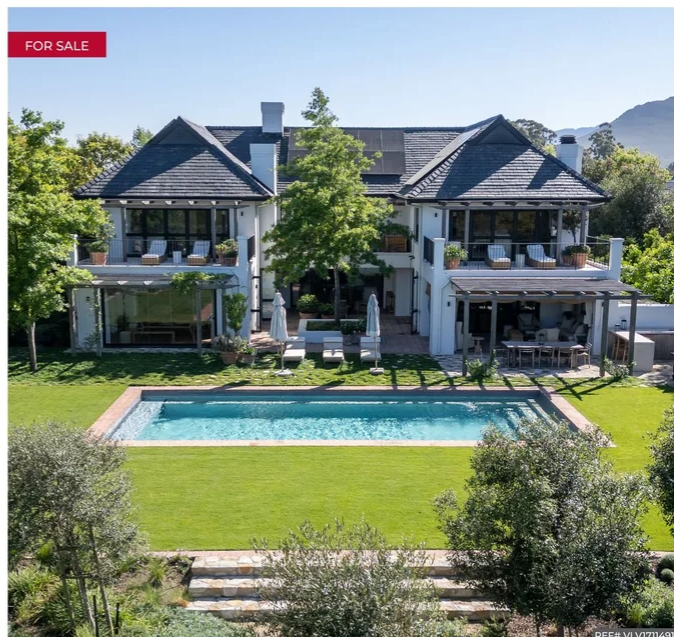


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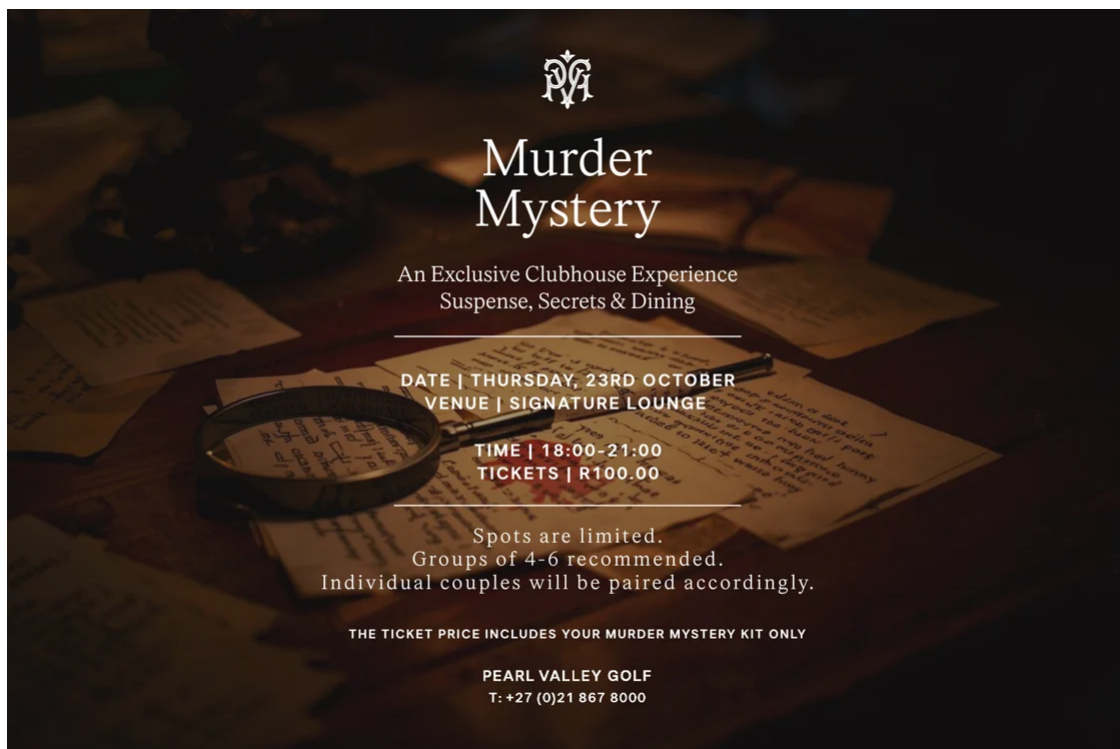
THE PAM GOLDING WAY

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POLO PAVILLION BY BACK'S

POLO EVENTS

Pony Parade & League	Saturday 18 October
Polo International	Saturday 15 November
Polo League	Saturday 29 November

ONGOING GATHERINGS

Free Coffee Friday	Last Friday of the Month
Steak Night	Every Wednesday

THEMED EVENINGS

Senior Quiz Night	Thursday 30 October
Quiz Night	Thursday 27 November
Music Bingo	Thursday 11 December

FUNCTIONS@BACKS.CO.ZA - 087 821 1068





[Booking link](#)

CAFE DE SOL



OPENING HOURS

at **Café Del Sol**
VAL DE VIE ESTATE

Monday - Wednesday	07:30 - 17:00 (last orders at 16:30)
Tuesday	Closed
Thursday - Saturday	07:30 - 22:00 (last orders at 21:00)
Sunday	08:30 - 15:00 (last orders at 14:30)



Italian Dinner

at **Café Del Sol**
VAL DE VIE ESTATE

Italian dinners available only Thursday, Friday & Saturday.
Bookings are essential.

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Pearl Valley
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PEARL VALLEY HOME OWNERS ASSOCIATION

Trustees B Lodewyk, E Lyon, J Miller, B Schäfer, I van Niekerk, D Woolley
Address 682, The Acres, Pearl Valley Golf and Country Estate, Mandela Freedom Road, Paarl 7646
Tel +27 21 001 4419
Email info@pvhoa.co.za
Website www.pvhoa.co.za

EMERGENCY CONTACT DETAILS

- | | |
|---|--|
|  Security Control Room: +27 21 867 1201 |  ER24 Paarl: 084 124 |
|  Pearl Valley Main Gate : +27 21 867 1203 |  Paarl Mediclinic: +27 21 807 8000 |
|  Pearl Valley Clubhouse Reception: +27 867 8000 |  Medicross Paarl: +27 21 872 3867 |
|  Pearl Valley Enrolment Centre: +27 21 863 6199 |  SAPS: +27 21 807 4000 |
|  Berg River Registration Centre: +27 21 863 6137 |  Paarl Fire Brigade: +27 21 872 2323 |
|  Voltano Metering: +27 86 186 5826 |  Val de Vie Main Gate: +27 21 863 6110/6138 |

Disclaimer: Kindly note that the opinions expressed in the communication are those of the authors/advertisers and do not necessarily represent the views of the Pearl Valley Home Owners Association.

Pearl Valley Homeowners Association, R301, Mandela Freedom Road, Paarl, South Africa

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