MONAGHAN FARM

INFORMATION FOR FARM OWNERS AND TENANTS

As Monaghan Farm owners, we are fortunate enough to live in a natural environment where homes are tastefully designed to blend into the landscape, guided by an ethos of self-sustainability and giving back to the environment.

The farm boasts a modern infrastructure with traditional country values.

We have peace of mind when it comes to the safety and security of our homes and our families.

This document serves to outline the various basic services available at Monaghan Farm and is structured to answer Frequently Asked Questions. Please read as a supplementary document to the Monaghan Farm Home Owners Association Rules and Regulations. Also available to download from the Monaghan Communicator.

COMMUNICATION

On registration of each property, our Communications Manager will make contact with the property owner/s. For Monaghan Farm administration contacts please refer to the Contact Information table within this document.

Monaghan Farm Communicator

The Communicator provides news, resources, calendar events and any other useful information to Monaghan Farm owners via a small downloadable program that will pop-up on the user's computer screen on a weekly basis or every Friday. You may be familiar with other versions of the program often used by schools to communicate with parents.

Please follow the link in order to download and install the small program as follows - http://www.d6technology.com/downloads.php?key=d3c9c92d-3d87-95f8-4d12-3df2eaceb908 and then follow the instructions (make sure you correctly select either Windows or Mac OS).

Bear in mind that this is one-way communication only, and allows the HOA to update Monaghan Farm Owners with all information on a routine and automated basis. It is not intended to provide two-way communication or community interactivity.

SMS system

Our SMS message system is used on an ad hoc basis, to notify residents of emergencies, important notices and disruption to services.

Bulk emails

Emails are distributed on an ad hoc basis to inform/remind residents of social events, emergencies, disruption to services and other important services.

Database Maintenance

In the unfortunate event that you are not receiving sms or emails, we kindly request that you provide the HOA...
with your updated contacts - please submit to hoa@monaghanfarm.co.za

Should you wish to add additional email addresses and cell numbers to our database please provide the admin office with updated details. Please remember to include the stand number, full name, email and cell number. Please submit to hoa@monaghanfarm.co.za

**Open Forum Discussion/Social**

We extend an invite to Monaghan Farm owners to join the management team for a regular discussion forum held on the 1st Monday of each month at 17h30 at The Other Side Restaurant.

Open forum discussions are not limited to any specific topic and we encourage Monaghan Farm owners to take the opportunity to put forward discussion topics for the benefit of Monaghan Farm or simply use the time to engage with the management team to answer any questions you may have.

** Please note that the open forum discussions are not minuted.

The MFHOA Board of Directors is currently investigating and targeting the implementation of an integrated communications portal that will centralise all HOA communications by March 2015.

**SECURITY**

Monaghan Farm’s commitment is to ensure a secure environment for all residents. Our central control room is dedicated to 24-hour monitoring of:

- Camera’s at the main gate, the contractors entrance and where the river enters and exits the property.
- Alarms on the perimeter fence.
- Access control.
- Monitoring and response to home alarm systems.

To further complement our approach of utilizing technology, remote off-site monitoring has been implemented at select key areas on the farm. This allows an operator situated at off-site premises to respond to various triggers and alarms and to communicate to on-site personnel to ensure the policies and procedures are being followed.

Monaghan Farm has been issued with a AAA security grading by the Association of Residential Communities.

**Incident Report Procedures**

To report an incident, or observation of public area damage/vandalism, please contact the Security Control room 087 721 0091 or Manager on Duty 083 207 0813.

** We recommend that you save these important numbers to your phone.

**Home Alarms**

With construction and movement of contractors on site, you may consider the installation of an alarm system or a panic system that can be monitored 24 hours a day by our control room. The benefits of the system adopted by Monaghan Farm, is that in the event of an emergency the alarm not only sounds in the central control room, but
also immediately alerts the armed reaction vehicles, facilitating an immediate response.

Many residents have taken up the option to link their existing alarms/home automation systems to the central control room. The monitoring costs form part of your monthly levy contribution. However; a once-off connection fee of approximately R1,200 is applicable. The fee covers the purchase and installation of the radio antennae to have your system connected to the Monaghan Farm central control room radio frequency. For installation please contact our Security Manager.

We recommend that you test your alarm system on a monthly basis to ensure functionality.

**Please note that only silent alarms are permitted on the farm.

Access Control

Owners, tenants, domestic staff, frequent visitors (per owner request) and house guests staying with you for longer than 2 days, are requested to enrol on the Monaghan Farm’s biometric security system to allow for access via the security control areas situated at the main entrance (for Owners, Tenants and Guests) and contractors yard (for Domestic Staff and Contractors).

Please contact our Security Manager to arrange for enrolment.

Owners are requested to provide two convenient numbers to be linked to the security communications system, enabling security to notify and confirm access arrangements for guests, visitors and contractors. Please note that security personnel have been instructed not to use your guest’s cell phone to communicate with owners. We request that owners assist by informing guests of their physical address: i.e. name of owner, stand number and street name.

All vehicles entering Monaghan Farm are subject to a ‘search procedure’, access will be denied if guests, visitors or contractors refuse.

ClickOn Communications

The ClickOn Communications system is a security clearance system for visitors.

Please take note that this facility is for family and guests only. No contractors are to be invited onto the farm with an access code. Security officers at the main gate have been instructed to send contractors to enter via the contractors yard.

** Please note that security guards are not permitted to take messages and are instructed to follow regulated procedures.
VISITOR ACCESS SYSTEM QUICK GUIDE

Monaghan Farm Visitor Panel Number
076 521 5861  Main Gate

Communication with the system is only possible if your phone number is listed on the Estate database

When your visitor arrives at the gate

Step 1: Your visitor must furnish the guard with your STAND number for effective access to the Estate, should your visitor provide alternate information the access process will take longer and cause delays at the gate.

Step 2: A call will be placed by the guard to your phone announcing your visitor.

Step 3: Press 9 on your phone to grant access for your visitor, an “access granted” voice will be heard and your visitor is granted access.

If you do not want to grant access to the visitor press: #### on your phone and an “access denied” voice will be heard

When your visitor exits the Estate

Once you have granted access to your visitor by pressing 9 on your phone your visitor will receive a printed slip containing a one-time PIN for use at the entrance and the exit.

The PIN number must be presented by the visitor (on the keypad) to enter and exit the Estate.

The expiry date and time of the PIN is indicated on the slip.

Should your visitor arrive at the exit gate with an expired PIN number, the guard will contact your unit as per the entry process described above to activate a new exit slip.

Visitors to the Estate will only be granted access on condition that the driver of the vehicle is in possession of a valid driver’s license.
A visitor gaining entry to Monaghan Farm
Visitors will only be granted access on condition that the driver of the vehicle is in possession of a valid driver’s license and a valid vehicle license on display.

Step 1:
When your visitor arrives at Monaghan Farm main gate they must furnish the security officer with your STAND number for effective access. Should your visitor provide alternate information the access process will take longer and cause unnecessary delays at the gate.

Step 2:
A call will be placed by the security guard to your phone announcing your visitor.

Step3:
Press 9 on your phone to grant access for your visitor, an “access granted” voice will be heard.
If you do not want to grant access to the visitor press ### on your phone and an “access denied” voice will be heard.

A visitor exiting Monaghan Farm

Once you have granted access to your visitor by pressing 9 on your phone your visitor will receive a printed slip from the Monaghan Farm security guard, which will contain a one-time PIN for use at the entrance and the exit.

The PIN number must be presented by the visitor (on the keypad) to enter and exit the Estate. The expiry date and time of the PIN is indicated on the slip. Should your visitor arrive at the exit gate with an expired PIN number, the guard will contact your unit as per the entry process described above to activate a new exit slip.

Pre-clearance of visitors via sms

This feature is only available via cell phone. Registration of your mobile device is required. Once registered, you can send your visitor or guests an access code for entry to Monaghan Farm.

Access codes will only work for the number of times they were requested and will automatically expire within within 48 hours.

Step 1:
Ensure that your cellular number is loaded on the Monaghan Farm database. If it is not listed the SMS features of the system will not be available to you.

Step 2:
Decide on how many visitors you would like to pre-clear for the day.

Step 3:
Should you require 3 visitors to have pre-clearance access codes, SMS c 3 to 076 521 5861.

Step 4:
You will receive an SMS reply from the visitor panel containing the access code.

Step 5:
Forward the SMS to your visitor/s who in turn communicate the code to the security officer at Monaghan Farm
main gate.

**Speed Limits**

A reminder to all residents that general speed limits of 40 km/h apply within Monaghan Farm. Please assist by communicating to your guests that the speed limit is **enforceable by way of a fine on your levy** and access to the estate will only be granted by providing a valid driver's license and the vehicle displaying a valid car registration disc. The validity of the abovementioned documents is determined by a hand-held scanner used by security personnel. Guests presenting international drivers licenses will be subject to a manual login/registration process.

** Access to Monaghan will be denied if a driver’s license or the car registration disc has expired.**

Please be advised that the employee responsible for implementing the traffic control rules has been fully trained in the use of the relevant equipment and the equipment is re-calibrated as required by the Road Traffic Ordinance. Certificates confirming these aspects are held at the HOA Admin office and are available on request.

Penalties imposed for speeding:

- **50 – 54km/h** - R250.00
- **55 – 59km/h** - R 500.00
- **60 – 69 km/h** - R 750.00
- **70 km/h and above** - R 1000.00

**Traffic Regulations**

Driving off designated roads or designated entrance and exit points is not allowed.
No unlicensed driving is permitted except for golf carts which are only allowed on the designated roads.

Parking of cars, which includes guest parking, is prohibited on road verges as they cause environmental damage and appear unsightly.
The penalty imposed for parking on verges is R500.00

**Please note: Monaghan Farm owners are responsible for all penalties imposed on them, including those of their guests.**

**Pre-Numbered Vehicle Sticker**

The Pre-Numbered Vehicle Sticker system is used by residents to assist security officers stationed at the various internal boom gates to distinguish between residents and visitors, particularly over weekends and special functions.

Please place the sticker in the top right hand corner of your windscreen. Please contact our security manager to arrange for your vehicle sticker(s).
Domestic Staff

Domestic staff will gain entry to Monaghan Farm via the contractors entrance. Please note the main entrance has not been designed to accommodate pedestrian traffic. In addition to your staff being registered on the biometric system, they will be issued with a Monaghan Farm identification card – this is to assist with identification within the farm.

Please contact our Security Manager to arrange for enrolment of your staff.

Employees/Domestic workers travelling with Farm Owners

For your convenience two biometric access control scanners have been placed at the main entrance to accommodate employees/domestic workers travelling in to and out of Monaghan Farm with farm owners.

**Please note**, should employees or domestic workers not be travelling with farm owners, access to Monaghan Farm will only be permitted via the service gate entrance utilised by staff and contractors.

**Please note** that you are required to register your domestic staff by contacting the Security Manager. Each person to be registered will require a valid identity document or work permit. Registrations take place between 09h00 and 16h00 week days. Please remember to leave the access card at the gate when departing.

Transport for Domestic Staff

A shuttle service is available for domestic staff. The service is available weekdays, scheduled as follows:

Morning, at 7:00 - departing from the builder’s yard.  
Morning, at 7:30 - departing from the builder’s yard.  
Afternoon, at 16:00 - collections starting at the intersection of Alaric and Tempest Roads.

Deliveries to your home

Limited deliveries to occupied homes will be permitted over weekends and public holidays. We request that residents contact the Security Manager or Duty Manager to make prior arrangements. Monaghan security officers will not take delivery instructions from Monaghan Farm owners for deliveries arranged for weekends and public holidays.

**Please note** that deliveries of building materials are subject to contractors’ delivery times.

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<th>Weekdays</th>
<th>Weekends/Public Holidays</th>
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<td>Building Materials</td>
<td>From 07h30</td>
<td>No deliveries permitted</td>
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<tr>
<td>Contractor Deliveries</td>
<td>No deliveries allowed after 15h00</td>
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<td><strong>Appliances, Furniture</strong></td>
<td>From 07h30</td>
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<td>Security on duty will contact farm owners</td>
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**Contractors Access**

All contractors must use the Contractors Gate, no access will be granted through the main entrance. No contractors will be granted access outside of the times specified within our rules and regulations, and under no circumstances are contractors allowed access over weekends.

For residents requiring the services of emergency services (Plumbing, Electrical etc) please contact the Manager on Duty 083 207 0813 to grant access.

**Casual Labour**

We request that all casual labour are registered with HOA security, and further request that owners do not intentionally transport labourer(s) via the main gate to circumvent security. The offence will be enforced by way of a hefty fine and banning of the labourer(s) from Monaghan Farm.

For safety reasons, home owners are requested **not** to employ casual labourers at the stop sign between Monaghan Farm and Blair Atholl.

**Construction Sites**

A reminder to all residents that homes and stands that are unoccupied/under construction are to be treated as ‘out of bounds’; please communicate this to your children as they tend to explore and investigate, which at times causes unnecessary, and perhaps unintentional, damage to property.
Vandalism

To report an incident of suspected vandalism, whether to common property or vacant stands or construction sites, please call the central security control room 087 721 0091 or contact the Manager on Duty 083 207 0813

**Please note that vandalism will result in accountability and repercussions thereafter.

Snakes

We share Monaghan Farm with a variety of snakes. Please contact our Security Manager to assist with removal of any unwanted house guests. Please do not attempt to kill the snake.

Special Instructions

Should you be on vacation or on extended business travel, please advise the security manager of any special arrangements that you would like to have implemented.

- Reaction officer to follow my spouse home at night.
- Additional reaction officer inspections, inspection of your home.

For all security related matters please contact our Security Manager.

In the unlikely event that your security request has not been dealt with by the Security or Duty Manager, please escalate the matter to the General Manager.

TELECOMMUNICATIONS

Monaghan Farm has partnered with Mobile Telecommunications Networks (Pty) Ltd (MTN) to provide world class telecommunications services:

Fibre To The Home (FTTH)

A high-speed, fibre-to-the-home solution to Monaghan Farm offering a downstream capacity of 2.488 Gbps and an upstream capacity of 1.244 Gbps, shared among users. Encryption is used to keep each user's data secured and private.

Packages to individual homes range on lines speeds from 10mbps to 100 mbps.

Please contact MTN to arrange for installation/activation of services. MTN Help desk – 087 260 0999

Supplementary Coverage and Capacity

Concurrent to the fibre-to-the-home solution, MTN have deployed additional mini base stations at Monaghan Farm to ensure that your visitors also enjoy good network coverage and capacity, and to bolster your coverage en-route to your home. The activation of this service is pending, subject to CTMM approval.

Voice Services over IP (VoIP)

The VoIP Service is not a stand-alone service, and is only available to owners that have applied for fibre-to-the-home solution.

Please contact MTN to arrange for installation/activation of services.
Queries/Faults:
Please log queries/faults with the MTN Call Centre, where any issues will get resolved timeously and efficiently.

RATES AND TAXES

Monaghan is situated within the City of Tshwane Metro Municipality (CTMM). Rates and taxes are levied separately by CTMM and do not form part of your monthly levy. Rates and taxes are the responsibility of each individual Monaghan Farm owner. We request that owners follow up directly with CTMM, customer care (012 358 9999) on their accounts. Please be advised that CTMM apply tariffs in accordance to land classification:

- Vacant land attracts a higher tariff structure than that of a completed home.
- It is thus important to obtain your council occupation certificate on your completed home to enjoy the benefit of reduced tariffs.
- Please enquire with your principle agent/architect on this matter.

**Please note that should you not be receiving your Rates and Taxes account, it is the Farm Owners responsibility to make contact with the CTMM to rectify this.

For any additional information, please download Local Authority Notices, as published within the Provincial Gazette, 12 June 2014, www.gpwonline.co.za

ELECTRICITY / POWER

ESKOM manages the power supply to Monaghan Farm.

Kindly download the ESKOM account application forms from the resources section of the HOA Communicator. Please have your professional team assist in completing the forms for submission. The completed application form must be faxed with a copy of your ID to 086 667 6603 or emailed to either andre.stapelberg@eskom.co.za or Karin.fourie@eskom.co.za or call Rose Grant on 011 300-9940.

Expect a 6 week period to have your account opened and electricity connected.

** Please note that the connection fee is in the region of R6000 and should not be more.

Power Failure / Fault Reporting.

Please notify ESKOM in the event of a power failure to your home. ESKOM will need your account details.

- Customer Care : 086 0037 566
- Customer Care SMS : 082 941 3707

We request that owners do not contact the HOA for electricity related queries as the electrical infrastructure is owned and managed by ESKOM.

The more calls that ESKOM receive from Monaghan Farm owners, the quicker the problem will be escalated. We
request that you assist us in reporting issues as and when they occur.

Generators

No petrol or diesel generators shall be permitted at Monaghan Farm for domestic use. In keeping with the ethos of Monaghan Farm, alternate sources of power generation are encouraged.

WATER (Monaghan Farm service)

Potable water is received from City of Tshwane Metro Municipality (CTMM) to the HOA. The water supply, maintenance of infrastructure and billing thereof is the responsibility of the HOA.

A CTMM approved water meter will be installed prior to the commencement of building activities. The installation will be subject to a once-off installation fee of R 900.00, thereafter water is billed on consumption.

Water tariffs are revised once a year (June/July period) by CTMM, the HOA will issue a notice outlining any change in tariff structure.

With regards to water pressure, we have taken measurements where it has been requested, and the water pressure is found to be within the acceptable norms for residential areas within CTMM. We suggest that an allowance is made for the installation of a pressure pump should you feel the water pressure is inadequate.

Please contact the Monaghan Farm manager to arrange for installation of your meter or to report any matter related to the supply of water.

SANITATION (Monaghan Farm service)

Monaghan Farm is responsible for rendering safe and adequate sanitation services to all residents. All effluent is treated on site. There is a clear relationship between the volume of water supply and the volume of waste water discharged into the sewerage system. To cater for the ongoing replacement, refurbishment and extension of the sewer infrastructure a sewer surcharge is applicable to all occupied homes, calculated as a percentage of potable water used.

The sewer package plant is a restricted area, access is reserved only for trained Monaghan Farm staff. The area must be treated as ‘out of bounds’, please communicate this to your children as they tend to explore and investigate.

Please contact the Services Manager or the Manager on Duty to report any matter related to the sewer reticulation.
POSTAGE (Monaghan Farm service)

Post Boxes

Monaghan Farm utilizes the services of a 'private bag' at the Lanseria post office. All post is collected once a week (Friday) by the HOA. The post is sorted and placed in the Monaghan Farm central post boxes, which are located at The Other Side.

An example of your postal address:

Mr. John Jones  
SG 000, Jim Bailey Road  
Monaghan Farm  
Private Bag X 3  
Lanseria  
1748

Please contact the HOA receptionist to arrange for collection of your Monaghan Farm post box key. There is no additional charge applicable for this service. A duplicate key will be held by the admin office.

Courier Services/Parcels

In the event that a courier service is unable to deliver to your home, parcels may be delivered to the admin office. Please assist in notifying the admin office when you expect a parcel to be delivered.

On receipt of the parcel, our admin staff will confirm receipt of such parcels via email to arrange for collection. Where possible such parcels will be placed in your post box.

Please contact the Monaghan Farm receptionist to arrange for collection of your parcels.

GARDEN SERVICES AVAILABLE (Monaghan Farm service)

A competitively priced garden service is available via the HOA.

The HOA accommodates various seasonal gardening service requests. Should you not be a regular customer please feel free to contact us to arrange for veldt grass cutting, crop cover in winter or any other related gardening service we may be able to assist with.

Vermi compost and cow manure is available for purchase.

Your surplus garden refuse can be collected by arrangement.

Monaghan Farm owners are responsible for the control and eradication of alien vegetation within their property and their property verges.

Please do not dispose of your garden refuse in the veldt/common areas, this is regarded as unauthorized dumping and poses a fire hazard.
**Tips:** Take care when selecting plants and trees. Please ensure that they are the correct species as per the rules and regulations. We have had to remove many trees which were not on the approved list. Kindly refer to the approved Monaghan Farm tree list available for download from the website page listed below.


To minimize noise levels over weekends and Public Holidays, our staff responsible for maintaining gardens and common areas are prohibited from using mowers, brush cutters and any machinery that may cause a disturbance, please consider this practice when tending to your own garden.

Please contact the Services Manager for a quotation or any service queries.

**REFUSE REMOVAL (Monaghan Farm service)**

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**Household**

Household refuse is collected each Wednesday.

To assist with recycling at Monaghan Farm we would appreciate it if you used three different coloured refuse bags to separate your waste items.

- **Yellow:** Paper & Plastic
- **Blue:** Tin
- **Red:** Glass

Two bins (black and green) are to be utilized and should be purchased via the HOA at a cost of approximately R750 each.

- **Green bin:** for organic matter (e.g. food stuffs) and garden refuse.
- **Black/Charcoal bin:** for all colored refuse bags and non-organic matter.

Please ensure that you place both bins at the curb outside your home before 08:00 in the morning. The bins will be collected and returned to your curbside. It is the owner’s responsibility to keep these bins clean.

Please contact the Services Manager to arrange for purchase of refuse bins.

Coloured refuse bags are available for purchase from The Other Side Restaurant.

Your surplus garden refuse can be collected by arrangement with the Services Manager.
The Other Side Restaurant

The restaurant is owner-managed by Prospero Bailey, trading as The Other Side.

Operating Hours:

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<tr>
<th>Day</th>
<th>Hours</th>
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<tr>
<td>Monday</td>
<td>Closed</td>
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<tr>
<td>Tuesday – Thursday</td>
<td>09:00 – 17:30</td>
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<td>Friday</td>
<td>09:00 – 22:00</td>
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<tr>
<td>Saturday</td>
<td>08:30 – 18:30</td>
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<tr>
<td>Sunday/Public Holidays</td>
<td>08:30 – 10:00 Breakfast&lt;br&gt;12:30 – 18:00 Sunday - Buffet, Public Holidays - varies</td>
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</tbody>
</table>

Catering for conferencing, functions and children’s parties may be arranged on request. Owners are able to open accounts, recovery of costs will be done by the HOA on a monthly basis.

Monaghan Farm Youth Facility

Children living at Monaghan Farm need more than just open space, they also need their own recreational space.

The youth facility, equipped with tv, x-box, snooker table, table tennis and more, is available for use.

Please collect the key from the bar at The Other Side Restaurant.

Should you have any further questions or suggestions for the youth facility, please attend the Open Forum Meeting on the 1st Monday of the month or contact our Communications Manager.

Children’s Play Area and Picnic Site

The children’s play area is situated at The Other Side.

The picnic site is situated under the mulberry tree at The Other Side.

Please feel free to use these facilities free of charge. Please book the facility via the restaurant management. Toilet facilities are located at the admin office block or restaurant.

River Deck

Reservations for use of the river deck should be made via the Administration Receptionist.

River

The river flowing through Monaghan Farm can be fast moving during the wet season and the level can rise rapidly as a result of rainstorms. Care, especially of and by children, should always be taken when using the riverbanks.
Owners are responsible for advising their guests, children and visitors that the river is unfenced and unsupervised.

**Dams**

Owners are responsible for advising their guests, children and visitors that dams are unfenced and unsupervised.

**Trails**

The trails at Monaghan Farm are most certainly the best way to explore the pristine greenbelts of the farm. Approximately 30 km of natural trails, suitable for a variety of activities, traverse the farm. These activities include Walking, Trail Running, Cycling and Horse Riding.

Guests wishing to cycle/run/horse ride at Monaghan Farm may only do so when accompanied by a Monaghan Farm Owner. Please register your guest at the Main Security Entrance to obtain a guest card for the day; cards are to be returned after the ride/trail run/horse ride. Guests are not permitted to park their vehicles at the main gate. Please ensure that your guests make use of the parking facilities at The Other Side or at your home.

The guest card will also gain you exit and re-entry at the private ‘East’ gate, by the Security Officer. Please note security is instructed to allow only cyclists/runners/horse riders through the ‘East’ gate. No vehicles or pedestrians are permitted.

Please respect people’s privacy when in the public open spaces which pass private homes.

For all Mountain Bike enthusiasts, a night ride takes place on the first Wednesday of each month, departing from The Other Side at 17:30.

As from Wednesday 14th of January these rides and other planned activities, such as trail running and walking, will take place weekly, departing from The Other Side at 17:30. We recommend that you are equipped with an appropriate cycling or running light.

A well-priced ‘post-activity pasta dinner’ will be served from 18:30 at The Other Side. We encourage you to invite your guests and family to this weekly activity.

**Sports Facilities**

The tennis courts, soccer pitch and cricket nets are available for use by all owners on a “first-come, first-served” basis except when in use by a sanctioned club or group.

**Horses and Paddocks**

Limited facilities are currently available for the keeping of horses.

Please refer to contact number listed under ‘equestrian interests’, to make further enquiries.

**Visitors Parking**

Parking for visitors to individual properties is permitted only within the approved development pocket. Roadside parking and parking on verges is forbidden. Please inform the Security Manager when you are expecting a fair number of guest vehicles, special
arrangements will then be made.

**Speed Limits (repeat)**

The sign-posted speed limits are vigorously enforced and fines will be imposed on owners and their guests if those limits are exceeded. Monaghan Farm owners will be liable for the payment of fines imposed upon their guests and contractors/service providers.

General speed limits of 40 km/h and 20 km/h at the river crossing.

**ADMINISTRATION AND LEVIES**

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**Monthly Levies**

As from the date of transfer/registration of your property, each owner shall be liable for payment of a levy which will be utilized towards the maintenance of the property, security matters and for such purposes as the constitution of the MFHOA may prescribe.

Such levy does **not** include Rates and Taxes in respect of the property for which the owner shall remain separately liable.

The MFHOA has various income-generating cost centers, all of which run at a profit/break-even basis (for example the builder’s yard, horses, gardening services). These expenses have been excluded from representation below as they are not part of your monthly levy spend.

Monthly levy as of 1 August 2014 is R 3950.00 per month, payable by the 7th of each month by way of Debit Order.

Should payment not be made on or before the 15th of each month, a friendly reminder letter will be sent to the owner, requesting them to bring the account up to date. All accounts in arrears of 60 days and more will automatically be handed over for collection to the MFHOA appointed attorneys and The Monaghan Farm owner will be liable for all legal cost incurred.

All levies not paid via Debit Order attracts a R114.00 administration fee (as adopted by AGM held in 2009). Debit Orders are processed for payment on the 7th of each month. Should the 7th fall on a Saturday/Sunday or public holiday the Debit Order will run the following day.

Please contact our bookkeeper to request documents to authorise the Debit Order facility for payment of levies.

**Value Added Tax (VAT)**

As of 1 April 2014, levies payable by MFHOA members are exempt from VAT.

MFHOA is however a registered VAT vendor, all other services such as administration fees, garden services, rentals and stabling will attract VAT charges.

**HOA Invoicing and Levy Statements**
Tax invoices issued on the 30th of each month for:

- Water: consumption month to date
- Restaurant: Food and Beverage (16th of the previous month till the 15th of the current month)

Tax invoices issued on the 1st of each month

Monthly Levy, gardening and other services rendered. All sundry charges will be included with the Monthly Debit Order collection.

A statement incorporating all invoices is issued on the 1st of each month.

Please contact our company bookkeeper for any queries to your invoice or statements.

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**Monaghan Levy Allocation**

- SECURITY, 47.31%
- COMMON GROUND, 16.90%
- SEWER, 4.82%
- REFUSE, 1.43%
- WATER, 0.35%
- ROADS AND STORMWATER, 2.05%
- BURSARIES, 0.88%
- SPECIAL PROJECTS, 31.05%
- DOUBTFUL LEVIES, 0.44%
- ADMINISTRATION, 10.41%

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**Financial Disputes**

In the event that a Monaghan Farm owner raises a query with respect to outstanding accounts, fines or any other charges levied upon them, this should first be directed to the bookkeeper. Should your initial query not be resolved by our bookkeeper, please escalate your query to the General Manager or to the Communications Manager.

Please note that the Monaghan Farm management staff is not empowered to make any rulings or pass credits on the subject of Levies or Double Levies - all queries/disputes and requests relating thereto will be adjudicated by the MFHOA Board of Directors.

**Commitment to Respond Timeously to Requests**

Our commitment is to respond timeously to all Monaghan Farm owner requests. Please allow for a 48-hour response time to email queries.
In the unlikely event that your request has not been dealt with by the HOA manager/staff member, please escalate the matter to the General Manager.

ARE YOU ABOUT TO MOVE INTO YOUR NEW HOME

Furniture Removal Trucks

Taking occupancy of your new home may occur on any day of the week.

Please make sure that your removal truck is permitted to drive on Monaghan Farm roads.

Double axle trailer trucks will not be able to use the roads, and a shuttle will have to be arranged to transport goods from the contractors yard to your home.

Kindly arrange for your transport company to contact the Services or Security Manager for more details to access restrictions imposed on trucks.

Stand/House Numbers & Removal of Contractor’s Board

The costs of manufacturing and installing of a uniform approved number will be carried by the home owners association. Installation will follow the issuing of a Monaghan Aesthetics Committee (MAC) Completion Certificate.

Please contact the Monaghan Farm Manager to arrange installation and removal of the contractor’s board which is not to be removed until MAC approval and issue of a Completion Certificate.

Pets  (Please refer to HOA rules and regulations relating to Domestic animals)

Often dogs escape from their homes without their owner being present. Should you come across a dog roaming the property please notify our Security Manager. To assist us in returning your dog we request that your pet has a collar with an ID tag, clearly stating name of dog, stand number and cell number if possible.

As a reminder an extract from our rules and regulations;

“domestic animals shall be permitted in the estate, provided they are at all times, properly controlled in the owners stand by being contained within the prescribed fenced area of each erf and also be controlled properly by the owner in the open spaces, when dogs shall at all times, be on a lead.”

Please keep your dogs under control as per Monaghan Farm rules and regulations. If you have guests or a house sitter while you are away, please advise them of the rules and regulation. Your co-operation in this regard will be appreciated.

Barking dogs - We encourage an open communication policy between neighbours. Please advise your neighbour when their dogs misbehave. Should there be an ongoing, unresolved problem, please then consult with the Monaghan Farm Manager who will address the problem.

‘Other’ pets relates to pets which are not defined within the rules and regulations, e.g. chickens.
Monaghan Farm owners please note that factors such as neighbours, noise (no roosters), health and safety etc. must be taken into account. Please seek approval by your neighbours first, then if approved by the neighbours, direct the request to the Monaghan Farm directors for final approval.

**ESTABLISHED HOMES**

**Good Housekeeping**

Owners need to pay special attention to good housekeeping and ongoing maintenance (paint work, gardens, lawns, fencing).

There should be no unsightly objects on your property and washing should be hung on lines in designated out-of-sight areas (not visible to neighbours or roads).

Carports should be neat and tidy and garage doors should be closed. Caravans and trailers are to be stored in the trailer storing area near the builders yard.

**Fires**

Veldt fires can be a problem, especially in the winter months. Please make sure that all fires (braais and fire pits) are supervised and take care when putting out cigarettes. No fires in the common areas will be permitted.

**Renovations, Establishment of Children’s Play Areas, Additional Landscaping**

Variations to your approved plans need to be approved by the Monaghan Farm Aesthetic Committee(MAC) before commencement.

When submitting changes/additions to landscaping and children play areas a simple hand drawn sketch is sufficient.

When submitting building changes/additions please consult with MAC for submission processes and guidelines to be followed.

Thereafter please submit your request according to the guidelines, to the MAC for approval.

** Please note that a fine will be levied if a Monaghan Farm homeowner does not seek prior approval (from MAC)

A reasonable period, determined by the extend of work to be carried out, will be granted per renovation. All renovations should be fully completed within 3 months of the start date. Should the homeowner require a longer period to complete the renovation, the request must be submitted to MAC for consideration and approval.
SCHOOLS

Montessori Monaghan Farm

Montessori Monaghan Farm is an independent school for 18 months to 3 year olds, 3 to 6 year olds and 6 to 9 year olds. They offer quality facilities, instruction and most importantly, honour and maintain the high standards of Montessori education and its philosophy, in the beautiful and secure surrounds of the Monaghan Farm. For more details, school fees and school enrolment documents please contact the school via email montessori@monaghanfarm.co.za or Xanthe on 087 6300 734 or 082 455 4802.

Curro Monaghan Farm

Curro Castle Nursery School will cater for babies from 3 months to 5 years old and will have full day care facilities. A Primary School will open with the Foundation Phase in January 2015. Grade R to Grade 3 and Grade 4 to Grade 8 will be dependent on demand. Enrolments are now open. For more details, school fees and school enrolment documents please contact the school via email info.monaghan@curro.co.za or call 071 878 6428.

HOUSE RE-SALES

A list of accredited Sales Agents is included on the contact list.

**Please note that no show day pointer boards are permitted. Security will issue the guest with an area map directing the guest to the house on show.

Should you be considering renting your property out, please furnish the administration office with a lease agreement and contact details of the lessee. The Security Manager and the Communications Manager will make contact with the new residents.

CLOSING NOTE

Monaghan Farm’s objective is to establish a high quality lifestyle within a distinctive and harmonious character.

Our ethos is based on incorporating the environment – the natural environment as well as the people in surrounding communities who service and are dependent on the Farm – into a model of partial self-sustainability.

It is also important to ensure the orderly management of Monaghan Farm by the directors and the homeowners. We trust that you will acknowledge and abide by the guidelines set out in this document.

Monaghan Farm Home Owners Association together with the directors encourages open communication. Please feel free to make contact with us via the details below, or at the Open Forum Discussions/Socials.
For more detailed guidelines on the following subjects, please refer to the Monaghan Farm website www.monaghanfarm.co.za.

http://www.monaghanfarm.co.za/homeowners/downloads/

Monaghan Farm Approved Architects
Monaghan Farm Approved Landscapers
Architectural Guidelines
Architectural Submission to Monaghan Aesthetics Committee
Base Mapping
Building Rules and Regulations
Environmental Management Plan
Home Automation and Monaghan Farm
Monaghan Farm Tree List
Security protocol at Builders Yard and Service Entrance

Contacts on the next page
### Onsite Contacts

<table>
<thead>
<tr>
<th>Department</th>
<th>Contact Person 1</th>
<th>Contact Person 2</th>
<th>Contact Person 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounts</td>
<td>Debbie Misselbrook</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(Bookkeeper)</td>
<td>087 727 1008</td>
<td><a href="mailto:accounts@monaghanfarm.co.za">accounts@monaghanfarm.co.za</a></td>
</tr>
<tr>
<td>Admin Office and General Enquiries</td>
<td>Portia Modiba</td>
<td>087 727 1008</td>
<td><a href="mailto:hoa@monaghanfarm.co.za">hoa@monaghanfarm.co.za</a></td>
</tr>
<tr>
<td></td>
<td>(Receptionist)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Communications Manager</td>
<td>Ali Mclean</td>
<td>082 339 2587</td>
<td><a href="mailto:ali@monaghanfarm.co.za">ali@monaghanfarm.co.za</a></td>
</tr>
<tr>
<td>Duty Manager</td>
<td></td>
<td>083 207 0813</td>
<td></td>
</tr>
<tr>
<td>Farm/Services Manager</td>
<td>Pieter Tolmay</td>
<td>082 447 4632</td>
<td><a href="mailto:manager@monaghanfarm.co.za">manager@monaghanfarm.co.za</a></td>
</tr>
<tr>
<td>Horses/Equestrian Interests</td>
<td>Doris Forbes</td>
<td>083 308 8083</td>
<td><a href="mailto:dodi2601@web.de">dodi2601@web.de</a></td>
</tr>
<tr>
<td></td>
<td>Ashley Fulford</td>
<td>082 902 3638</td>
<td><a href="mailto:ashley@loadup.co.za">ashley@loadup.co.za</a></td>
</tr>
<tr>
<td>Monaghan Aesthetics Committee</td>
<td>Kay Leigh Els</td>
<td>087 727 1010</td>
<td><a href="mailto:mac@monaghanfarm.co.za">mac@monaghanfarm.co.za</a></td>
</tr>
<tr>
<td>Managing Director/General Manager</td>
<td>Chandre Buys</td>
<td>082 335 6479</td>
<td><a href="mailto:chandre@monaghanfarm.co.za">chandre@monaghanfarm.co.za</a></td>
</tr>
<tr>
<td>Montessori School</td>
<td>Xanthe Bester</td>
<td>082 455 4802</td>
<td><a href="mailto:montessori@monaghanfarm.co.za">montessori@monaghanfarm.co.za</a></td>
</tr>
<tr>
<td>Security Gate (24/7)</td>
<td></td>
<td>087 721 0091</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Control Room</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Security Manager</td>
<td>Titus Sitoile</td>
<td>083 543 8511</td>
<td><a href="mailto:security@monaghanfarm.co.za">security@monaghanfarm.co.za</a></td>
</tr>
<tr>
<td></td>
<td>(Snakes)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The Other Side</td>
<td>William Maruping</td>
<td>087 630 0742</td>
<td><a href="mailto:events@monaghanfarm.co.za">events@monaghanfarm.co.za</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>078 411 4886</td>
<td><a href="mailto:theotherside@monaghanfarm.co.za">theotherside@monaghanfarm.co.za</a></td>
</tr>
</tbody>
</table>

### Off Site Contacts

<table>
<thead>
<tr>
<th>Department</th>
<th>Contact Person 1</th>
<th>Contact Person 2</th>
<th>Contact Person 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accredited Sales Agents</td>
<td>Montagu Homes</td>
<td>082 0707 500</td>
<td><a href="mailto:deanb@montaguhomes.co.za">deanb@montaguhomes.co.za</a></td>
</tr>
<tr>
<td></td>
<td>(Dean Bester)</td>
<td>082 900 0473</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Pam Golding</td>
<td>083 297 7992</td>
<td><a href="mailto:Jo.lotter@pamgolding.co.za">Jo.lotter@pamgolding.co.za</a></td>
</tr>
<tr>
<td></td>
<td>(Jo Lotter)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Johan Lategan Properties</td>
<td>083 453 8655</td>
<td><a href="mailto:Johanlategan@telkomsa.net">Johanlategan@telkomsa.net</a></td>
</tr>
<tr>
<td></td>
<td>Theo Lategan</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Remax – Jenny Ramsay</td>
<td>082 880 6221</td>
<td><a href="mailto:jennyramsay@remax.net">jennyramsay@remax.net</a></td>
</tr>
<tr>
<td>Ambulance</td>
<td>ER 24</td>
<td>084 124</td>
<td></td>
</tr>
<tr>
<td>Bee Removals</td>
<td>Greg Hogan</td>
<td>082 492 0677</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Hans Brocker</td>
<td>083 429 8693</td>
<td></td>
</tr>
<tr>
<td>Electrician</td>
<td>Chris</td>
<td>082 448 1356</td>
<td></td>
</tr>
<tr>
<td>Eskom</td>
<td>Customer Care</td>
<td>086 003 7566</td>
<td>Have your acc number handy</td>
</tr>
<tr>
<td>Emergency Services</td>
<td></td>
<td>10 111</td>
<td></td>
</tr>
<tr>
<td>Handy Man/Plumber</td>
<td>Pieter Labuschagne</td>
<td>082 724 5671</td>
<td></td>
</tr>
<tr>
<td>Hospital</td>
<td>Fourways Life</td>
<td>011 875 1000</td>
<td></td>
</tr>
<tr>
<td>Police</td>
<td>SAPS Erasmia Sector 3</td>
<td>012 370 1777</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>071 675 6475</td>
<td></td>
</tr>
<tr>
<td>Tshwane Municipality</td>
<td>Customer Care</td>
<td>012 358 9999</td>
<td><a href="mailto:customercare@tshwane.gov.za">customercare@tshwane.gov.za</a></td>
</tr>
<tr>
<td></td>
<td>Accounts</td>
<td></td>
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</tr>
</tbody>
</table>