

Settlers Park Retirement Village Handbook

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(U.S. and international notice, and original material was added in each indicated year.)

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Introduction

This handbook has been compiled for the convenience and easy reference of Residents of Settlers Park Retirement Village (the Park, or SPRV). It describes many of the facilities available to Residents of the Park and the general rules of conduct in facilities controlled by the Settlers Park Association (SPA).

There is a separate handbook covering the residents of the Care Centre and Assisted Living.

The contents of this handbook may be amended from time to time without prior notification to Residents. The latest version forms part of the contract between SPA and Residents.

Settlers Park Association is a registered Non-Profit Organisation (NPO) and Public Benefit Organisation (PBO).

Important Telephone Numbers

Telephones rented from SPRV are connected to a central switchboard. To phone within the park, dial the extension number, which is usually the last three digits of the number shown. Calls within the Park are free.

To get an outside line dial 0 (zero) before the full number. Charges for external calls will appear on the monthly statement of the Resident.

If you need to dial international numbers, please contact the Sales Manager to get the service enabled for your extension. As this service is provided by an external service provider it may take time for the service to be enabled.

Service	External No	Extension
Medical Emergency – Care Centre	046 604 0507	9 or 507
Security – Horton Road Gate House	046 604 0446	446
Administration Switchboard and Reception	046 604 0200	200
Care Centre Switchboard	046 604 0201	201
SPRV fax machine	046 624 4618	N/A
Police	10111	N/A
Fire Department	046 624 1111	N/A
Your Doctor:		
Your SPRV Safety Contact:		
Your SPRV Residents & Services Contact:		

Settlers Park Association and Management

1. Settlers Park Association is registered as a Non-Profit Organisation in terms of the Non-Profit Organisations Act of 1997 (registration No. 000-351 NPO) and is a registered Public Benefit Organisation (PBO).
2. The Association is also governed by, amongst other, the Housing Development Schemes for Retired Persons Act, the Older Persons Act, the Fundraising Act, and the Community Schemes Ombud Service Act.

3. The Association is managed by the Settlers Park Association Board consisting of five members voted in at the Association's Annual General Meeting and two members elected from the Residents and Services Committee. Board Members may be Residents in the Park or external professionals. The Residents and Services Committee members are also elected by the Residents at the Annual General Meeting.
4. Although the Settlers Park Association is an Association not for gain, our policy is to not be a loss-generating organisation. To fulfil its commitments the Association must remain financially viable. This means that reserves need to be built up and maintained to fund long term repairs and maintenance to the property and buildings, and improvement projects for the benefit of our current and future Residents. It also means that Settlers Park Association must remain competitive within the industry for the longevity of the organisation.
5. Settlers Park Association has a multi-disciplinary Management team in place who are responsible for the day-to-day operations of the Retirement Village.
6. The General Manager (GM) has the overall responsibility of managing the various departments and services to ensure the Retirement Village operates as effectively and efficiently as possible.
7. The Management team consists of both senior and middle management members reporting to the General Manager:
 - a. Marketing, Sales & Third-Party Services
 - b. Systems, Administration, and Social Functions
 - i. Managing Employment Equity in terms of legislation
 - ii. Managing Skills Development in terms of legislation
 - iii. Human Resources
 - iv. Filing and Archives
 - v. Information Technology and Telephony
 - vi. Reception
 - vii. Transport
 - viii. Social function management
 - c. Care Services
 - i. Frail Care
 - ii. Assisted Living accommodation
 - iii. Clinic and Sickbay
 - iv. Nursing and Carers
 - v. Home-based Care
 - vi. Occupational Therapy
 - vii. Welfare
 - d. Facilities
 - i. Construction and Refurbishment
 - ii. Maintenance
 - iii. Safety and Security
 - e. Finance and Accounting
 - f. Garden Services
 - g. Hibiscus Room Restaurant, Trading Post, and Kitchens

There are numerous support staff and service providers who round out the services offered.

8. The Association Board is responsible for the establishment of policy, ensuring financial soundness, due diligence, and oversight over the management function.
9. Board meetings are generally held on a Friday near the middle of each calendar month.
10. Weekly meetings are held between the Chairman of the Residents & Services Committee and the General Manager to address any matters which have been raised by Residents.

11. Monthly Resident Meetings are held on the third Wednesday of each month at 14h30 (2:30pm) in the Don Powis Community Hall, chaired by the Residents & Services Committee Chairman.
12. The Annual General Meeting takes place during the third quarter of the year, normally in August. Notice of the meeting is distributed approximately one month prior to the meeting. **Decisions taken at a General Meeting of the Association are binding on all Residents/Life-Right owners.**
13. Office hours are Monday to Friday from 08h00 (8am) to 16h00 (4pm) and closed between 13h00 (1pm) and 14h00 (2pm) for lunch. Various preparatory administrative functions take place between 07h30 (7:30am) to 08h00 (8am) and 16h00 (4pm) to 14h30 (4:30pm).
14. The General Manager has meeting slots available during each week for Residents, staff, or members of the public to meet with her/him. Anyone phoning for an appointment will be scheduled into an available slot.
15. In case of **emergency** during or after duty hours, the Sister on duty in the Care Centre can be contacted. **(Dial 9 or 507 in an emergency)**
16. To ensure availability and timeous response to queries Residents are requested to make appointments if they wish to meet with any staff member. Should you experience any problem or difficulty, or have constructive criticism or a suggestion, please do not hesitate to contact your Residents & Services representative or Safety representative. Should you still require assistance thereafter, the Chairman of the Residents and Services Committee should be contacted and thereafter, the General Manager or Chairman of the Board.

Residency / Accommodation

1. As per the Housing Development Schemes for Retired Persons Act, at least one of the Life-Right holders must be 60 years or older to reside in Settlers Park. Where there is a significant difference in the ages of couples seeking residency in the Park admission will be subject to management decision.
2. Most of the accommodation available at the Park is on a Life-Right basis. No Life-Right owner is permitted to rent out their accommodation.
3. There is permanent accommodation available at the Care Centre where Residents who are unable to live independently and/or require nursing care reside. This is on a rental basis.
4. The Village Inn is also rented accommodation where Residents can obtain permanent residence in a fully serviced facility. The accommodation includes a private bedroom, en-suite bathroom, patio or courtyard and shared kitchen, living room and dining room areas. The monthly fee includes all meals, full laundry service, cleaning/house-assistant service, rental, levies, telephone rental and shared fee of communal DSTV service.

Finance / Accounts

1. Monthly accounts are payable by Electronic Fund Transfers (EFT) or stop-order, or by debit/cheque/credit card at Reception in the Administration building during official office hours. Payment is due by no later than the 7th day of each month. Monthly stop orders combined with EFT are preferred. Payments by cheque or cash are not acceptable. Any bank charges incurred by SPRV because of your chosen method of payment will be charged to your account.
2. If you have a stop order or make an EFT payment, please include your account number (available on your monthly statement and from Reception) as the reference to ensure your payment is allocated to the correct account.
3. Late payments automatically generate interest charges with effect from the date of statement.
4. Electricity is metered for each cottage and is reflected as a separate charge on Residents' monthly accounts. This is billed in arrears, i.e. for the previous month's usage.

5. Other charges that may appear on your monthly account include, amongst others:
 - a. DSTV (if selected)
 - b. Nursing charges (including nursing materials)
 - c. Meals
 - d. Levy
 - e. CSOS Levy (Community Scheme Ombud Service)
 - f. Municipal charges, including a proportion of Municipal Rates
 - g. Carer costs
 - h. Telephone rentals and call charges
 - i. Laundry charges
 - j. Maintenance material (e.g. light bulbs)
6. Some charges may be at standard rates.
7. Some charges may be included in the calculation of monthly levy or rental.
8. The monthly levy charged on each property unit may be changed (either in amount or format) from time to time by a majority decision of the Board. **Such a decision is binding on Residents/Life-Right owners.**
9. SPRV is on a PABX which serves the telephone system. Accounts for outgoing calls are printed and attached to your monthly statement. As stated above, all internal calls within the Park are free of charge.

Communication

1. All Residents are encouraged to obtain an email address if one is not already available as Management would like to distribute communications in this way instead of via printed documents. Should you not currently receive memos or statements via email, and you wish to do so, please ensure that you give your email address to the office to update their communication lists.
2. A large amount of information is available online at <http://www.sprv.co.za>, including up-to-date resident telephone numbers, policies and procedures, manuals and guides, and a Job Card service to record requests for maintenance and other park services. To access the site, you will need your Settlers Park account number (available on your statement) and your ID number as a password.
3. The external website (<https://www.settlerspark.co.za>) contains general information about the Park and some local news.
4. A monthly newsletter, "Silver Threads", is distributed to residents, associate members of Settlers Park, and via our website. It is the primary mechanism for communicating news, scheduled activities, and views. Residents receive an inclusion in their copy of Silver Threads which contains information for residents only.
5. Other news and pamphlets are distributed during the month via email, SMS, or paper documents e.g. "S-Parks!", "S-PARKling!", and time-critical news. Paper-based documents are generally posted on notice boards as well.
6. As noted above, the complex is on a PABX system, which serves as a telephone system. All internal calls are free and are extension numbers of the main telephone system.
7. A current printed list of Residents' telephone numbers is distributed twice per year at no charge – normally in February and August; copies at other times during the year are available from the office at a nominal charge. Up-to-date resident information is available on the www.sprv.co.za website.
8. Faxes can be sent/received on your behalf at the Office; a nominal charge applies.
9. Emails can be sent/received on your behalf at the Office; a nominal charge applies.
10. The postal address for Settlers Park is **Private Bag 2125, Port Alfred, 6170**. Please include your Cottage Number in all correspondence, e.g.

Mr and Mrs Xyz

Cottage 987, Settlers Park Retirement Village
Private Bag 2125
Port Alfred
6170

11. Stamped outgoing mail may be left at the office or placed in the outgoing mailbox next to your mailboxes. Incoming mail will be placed in your post box daily.
12. Notices will be displayed on noticeboards at each of the Post Box locations, the Office, the Care Centre, the Don Powis Hall, and the Doug Bailes Library. Residents are requested to check these regularly. Neither the Board nor Management will be held responsible for the failure of any Resident to see any notice.
13. Residents are also encouraged to make use of newer model cell phones which are “smart phones” and which have SMS, the WhatsApp application, email, and a web browser which will allow for speedy advice of emergency notifications such as power outages, water issues, etc.

Maintenance

1. General maintenance, when required, is undertaken by the Facilities Department. All repairs required, as well as general maintenance repairs identified, must be reported on www.sprv.co.za Job Cards, by being written into the “Maintenance and Repair Book” in person in the admin office, or by sending an email to jobcards@settlerspark.co.za. Telephonic requests are not accepted. Requests are prioritised and attended to in order of urgency. Please review the Repairs & Maintenance Priorities in the appendix below. Status of Job Card requests can be seen on the www.sprv.co.za website.
2. Please ensure that your Job Card message in the website entry, email or book is as detailed as possible, so that we can bring the right equipment and material to your Cottage.
3. Construction sites, buildings being renovated, and areas cordoned off with the red & white danger tape are hazardous and may not be accessed by any Resident or visitor unless accompanied by a responsible manager. Any injury or damages sustained in these areas is entirely the Resident’s or visitor’s responsibility.
4. New entrants to the Park, and those who are moving to another residence within the Park, may request help in hanging pictures once they are settled in other ways. Residents moving within the Park may request help in moving items of furniture. Packing, unpacking, and moving of boxes of belongings are not a maintenance responsibility.
5. In general, residents will NOT be charged for man-time used for maintenance operations unless an outside contractor is used or if the property has been damaged. Residents will be charged for materials used during repairs, for example:
 - a. Water filters
 - b. Light bulbs
 - c. Plugs
 - d. Etc.
6. Although it is the policy of Settlers Park to do ongoing preventative maintenance, necessary maintenance may sometimes be missed or not identified e.g. streetlights, cracked walls, ill-fitting doors, damaged paint. Please also report these via the Job Card service described above.
7. All Park buildings and facilities, including cottages, flats, and the Care Centre, are inspected inside and outside by Park staff according to a planned maintenance schedule. Residents will be advised in advance of the planned inspection.
8. No alterations/additions may be made to buildings or property without the **prior** written approval of the General Manager. Applications should be submitted to the Facilities Manager.
9. The fencing of gardens is not generally permitted as Settlers Park wishes to maintain an “open space” garden aspect. However, should you have a dog, picket fences are required, subject to the prior written approval by Management.

- a. Fences may not be higher than 1m and must be treated/varnished and left in their natural wood colour.
 - b. Fences must be built in such a manner that they are easily removed when they are no longer necessary.
 - c. Fences may not interfere with walkways or impede access to any part of the village.
 - d. All fences must be removed on the demise of the pet or owner. Where these have not been removed by the Resident, Settlers Park will have them removed.
 - e. No fence may abut or be joined onto the perimeter electric fence.
10. Should a Resident wish to fit an awning to a cottage doorway, stoep, or window, only approved awnings, in a colour approved by Settlers Park, are permitted. The prior written approval of the Management must be obtained.
11. Trees take years to grow and Residents are **not permitted** to remove trees or shrubs without prior written permission from the General Manager. If approved, trees will be removed under control of the Facilities Manager.
12. Permission must also be obtained to plant trees to ensure that lighting from streetlamps or other security lamps are not obscured, safe distance from buildings is maintained and the correct types of tree are planted.
13. The lower branches of trees and large shrubs are to be kept well clear of the ground. The area underneath such shrubs is to be kept clear of long grass and leaves. Shrubs should not be allowed to grow against cottages in such a way that they cover large areas of wall. Creepers are not allowed to grow against cottage walls or in such a way that gutters, downpipes, tanks, etc. could be damaged. Shrubs and creepers should be neatly trimmed.
14. No trees, shrubs, flower beds or other plants which obscure traffic visibility may be planted.
15. A one meter wide clearance is required on street corners to accommodate and remedy the obstruction of views, the narrowness of some streets, the problems experienced with lack of parking space and/or for vehicles pulling over for traffic from opposite directions and prevention of hazardous street corners.
16. Improvements to buildings, e.g. security gates, awnings, built-in cupboards, built-in hob, carpets, air conditioners, fixed electrical fans, aerials and satellite dishes and carports may not be removed on vacating a cottage or flat, as these are legally considered fixtures.
17. Trailers, boats, caravans etc. may only be kept in a carport or garage with Management's prior written permission and may not be stored on open, common property. This includes visitors' trailers/boats etc. and applies over holiday periods as well, so contact the office for help in finding a suitable temporary storage location.

Services

1. The landscaping service is outsourced, and the contractor is only responsible for all lawn areas. Each Resident is responsible for the maintenance of their own flowerbeds and shrubs. Public flower beds are maintained by Park staff.
2. If at any stage a Resident feels that they are no longer able to maintain their flower beds, these can be converted to lawn and the lawn areas will be maintained by the contractor. The Resident will be charged for the grass sods required.
3. Lawns are mowed and trimmed throughout the year as often as is considered necessary. Should there be any complaints regarding the standard of work, please record the complaint as a Job Card as described above.
4. Refuse and recycling bags are removed once a week, on a **Tuesday for Cottage numbers 1 through 127 and on a Wednesday for Cottages 128 through 249**. Changes to this schedule because of public holidays, etc. will be advised. Please use black bags for refuse, green or reusable bags for garden refuse, and transparent bags for recycling. Incontinence products must be disposed of in the red waste bags available from the Care Centre for a fee. These bags must be placed in the bio-hazard bins at the Care Centre.

5. Garden refuse can be left outside your cottage for collection on any working day. Leaves and twigs should be in a green plastic bag, or reusable bag, so that it is easy to collect and to stop it from blowing away. The reusable bags will be returned to you after the refuse has been collected.
6. Recyclable waste can be put out with the rubbish but must be in clear plastic bags, available for purchase from the Trading Post. Recyclable rubbish should be sorted into separate bags for glass, paper (and cardboard), plastic, and tins.
7. Any problems with Settlers Park staff or contracted staff must be reported immediately to the General Manager. Residents may not address problems directly with staff or contractors.
8. Should any Resident employ his/her own garden or domestic staff (permanent or temporary) such staff **must** be registered with the Office and the relevant identity document must be furnished. Such staff may not stay overnight on the property. All privately employed staff are subject to all Settlers Park rules. All Residents' staff may be subject to a criminal record check and may be required to have fingerprints taken. No Domestic or Garden staff may work on Sundays, unless previously arranged with the Admin Office. All Residents must have employment contracts in place with their staff available for inspection by the Department of Labour; the responsibility of this always remains with the Resident. In addition, Settlers Park Association cannot be held responsible for the actions of Residents staff.
9. Settlers Park staff or outsourced staff are not permitted to perform **any** private work for Residents during their normal working hours, **including their lunch breaks**. Private work may take place after hours or on weekends. This is a non-negotiable requirement from the contractors and Management, and it is also legislated that employees are to have a lunch break.
10. **Permission slips are to be obtained from the office for any items to be taken out of the park no matter how small the item or the value thereof.** All staff are subject to security rules and these include potential searches on exit from the park.
11. Residents may not give instructions to Settlers Park Association staff or outsourced staff as their instructions are issued to them by their supervisors or Management.

Care Centre, Wellness, & Illness

DIAL 9 IN AN EMERGENCY OR 507

1. Our Care Centre, managed by the Care Manager and a team of professional Sisters, Nurses and carers care for between 32 and 36 residents on any given day. The Care Centre is a facility that provides a combined care service for essentially four categories of resident: -
 - a. temporary care in the sick bay for Village Residents who are recovering from an illness or surgery
 - b. long term care for Residents who are physically not able to live on their own anymore and need to be cared for around the clock
 - c. care for Residents who are mentally frail and not able to care for themselves
 - d. the difficult but very special care needed for folk who are terminally ill.
2. The Care Centre provides a comprehensive service including nursing care, all meals and refreshments, laundry, basic entertainment, access to the hair salon, library, and other Village activities.
3. In the event of illness please immediately advise the Village Sister.
4. Residents are not nursed in their cottages in the event of short-term illness. Use must be made of the Sickbay facilities made available for this purpose in the Care Centre. Residents are at liberty to arrange for private nursing in their cottages should they so prefer, but at their own cost.
5. Any Resident who feels the need for a Carer should arrange with the Care Centre. Residents are not permitted to employ a Carer privately or use a domestic worker as a Carer. Residents

may prefer a specific person as a Carer, but the person needs to be registered with the Care Centre and is subject to Care Centre rules.

6. Settlers Park is not responsible for supplying medication or the services of a doctor. Nursing care for temporary short-term illness is provided in the Sickbay at a daily charge. Residents are entitled to 3 (three) night's free Sickbay accommodation per annum. All other charges, including meals, will remain payable by the Resident.
7. Permanent admission to the Care Centre in respect of Purchasers of Life-Right is in terms of the contractual agreement between the Purchaser and the Association. Terms of admission to the Care Centre in respect of Residents are negotiated at time of admission to the Care Centre.
8. In the case of a suspected heart attack or respiratory problem it is suggested that you immediately phone the Village Sister during the day or the Sister on duty in the Care Centre. **(Dial 524 – Village Sister; 9 – Care Centre)**
9. Settlers Park Association is required to ensure that daily rounds are done, or that telephonic contact is made, to check whether Residents – specifically single Residents - are well. The co-operation of Residents is requested to immediately contact the Village Clinic Sister should they suspect their neighbour is ill.
10. In the event of a Resident being hospitalized, please inform the Village Sister. It is also important that s/he be informed when the patient returns.

Edney De Bruijn Village Clinic

The Clinic offers services from the Village Sister on duty, and from the Welfare Manager.

1. The Welfare Manager is contactable on 523 or 078 603 4096.
2. The Welfare Manager is available to provide Residents with counselling and support, is someone Residents can chat to about any concerns they may have, and assists both Residents and their families with adjustments that may need to be made as they grow older and face new challenges.
3. In addition, the Welfare Manager creates support group opportunities for Residents who have ill spouses, are lonely or shut-in and encourages Residents to get involved with activities and other Residents.
4. The Welfare Manager and Village Sister work closely together to ensure that you receive the attention and care you may need. Periodic home visits are done by both the Welfare Manager and Village Sister.
5. If Residents are concerned about the welfare of a fellow Resident, this may be reported to the Welfare Manager or Management for action to be taken. Residents must however please note that other than knowing that attention has been given to the matter reported, the privacy of the fellow Resident must always be maintained.
6. The Village Sister is contactable on 524 or 063 223 7661.
7. The Village Clinic provides a variety of services for the care of minor ailments such as testing of blood pressure and blood sugar, small dressings, and syringing of ears
8. At this time, the services above are free of charge and only materials used are charged for. For costs and/or to make an appointment, contact the Village Sister directly.
9. For your convenience, a general clinic is held at the Village Clinic from 9 a.m. to 12 p.m. on Tuesdays and Thursdays. Ear syringing is done by appointment. Specific appointments on other days can be made by prior arrangement (dial 524).

Hibiscus Room Restaurant

1. Breakfast, midday meal, and teas/light snacks are served in the Hibiscus Room six days per week. These meals may be ordered as a take-away.

2. Bookings can be made for special events e.g. birthdays, street breakfasts or parties, club parties, and friends. The restaurant is full quite often, so it is wise to book tables well in advance.
3. The restaurant is open from 07h30 to 16h00 each day but may be closed (except for pre-booked takeaway meals) on selected holidays. Unusual closing times are published on notice boards.
4. Orders for take-away meals must be placed with the Hibiscus Room Manager **no later than 10h00** on the day in question. Weekend meals must be ordered by **10h00 on the previous Friday**.
5. The meal service is available to Residents and their visitors, as well as Settlers Park Association members, subject to prior bookings.
6. Meals can either be paid for by credit/debit card or charged to Residents monthly accounts.
7. Residents can ask for a ticket at restaurant reception which can be stamped for each formal meal purchased. After ten stamps, the card can be swapped for a "Manager's Special" meal or donated to give a needy Resident the free Manager's Special meal. Cards can be handed in at restaurant reception and will be given to the Welfare Manager for distribution.

Glen's Den Clubhouse

Found under a majestic Wild Fig Tree and overlooking the pond, Glen's Den is the heart and soul of the Village, providing a comfortable setting for people to meet, have a braai or picnic, shoot the breeze over a drink or two or catch the latest game.

Fully licenced with prices kept at rock-bottom, Glen's Den makes for a great get-together.

Run by a small committee of residents, Glen's Den serves home-cooked meals on Wednesday and Saturday evenings. Each evening is catered by a different cooking team, made up of Village residents, and meals range from simple soups and breads to roasts and veggies, not to mention home-made dessert.

Every second Wednesday of the month, there is also a morning tea with tasty eats.

Menus are posted on all notice boards in the Village. Bookings are essential so that you don't miss out on the fun and fellowship. Functions are advertised on notice boards and in the Silver Threads newsletter.

Glen's Den can also be booked for memorial services, wakes, birthday parties, teas of the month and is used as a home base by various clubs.

Security and Fire Prevention

1. Settlers Park employs the services of a professional security firm. There is always a security officer on duty at the gate house (Horton Road). All traffic into and out of the complex is monitored by the security officers. The perimeter fence is monitored by a state of the art security system and internal patrols happen regularly. Random searches can be made by the Gate Security Staff at any time. Please co-operate with the guards.
2. No visitors are permitted to enter the Park after Midnight (00h00) without prior arrangement with the Management and the security officers.
3. **All domestic day workers must be out of the park by 18h00 in Summer and by 17h00 in Winter.**
4. All Residents must display a current access sticker on their vehicle (at the bottom right hand side of the front windscreen). The past years sticker must be exchanged before the end of

January each year. All vehicles belonging to residents must be registered with the office so that you do not have to suffer delays when passing through the gates.

5. The Park is divided into several zones and each has been allocated a Safety Volunteer. Please ensure that you know who your Safety Volunteer is.
6. Although you are now living in a guarded housing complex, **personal physical security cannot be guaranteed**. It is the responsibility of everyone to practice the necessary precautions e.g. peephole in the front door and keeping trellidoors locked.
7. Should you notice suspicious persons on the premises, advise the Security Guard at the Gatehouse immediately.
8. Keys should always be removed from the lock of external doors after locking to ensure access can be obtained by the Care Centre staff in the event of an emergency.
9. It is extremely important that the Village Sister and the Sister on Duty has access to your cottage in the event of personal emergency. **It is the Residents responsibility to ensure that a duplicate key** for any new lock installed in your Cottage is issued to the Care Centre. Although there is a duplicate key to your front door, please ensure that a duplicate key to your security gate is made available, should you have one fitted. Should a duplicate key not have been made available by you to the Care Centre and a need arise to access the cottage to assist the Resident and a window or door be damaged in the efforts to gain access to the cottage, the Resident will be held liable for the repair/replacement costs involved.
10. **Do not** walk in isolated unfrequented places or allow persons purporting to be from Telkom, Municipality, etc. into your cottage unless they have produced official identification confirming who they represent and you have verified with Security at the gate.
11. Security fencing and access control have been provided, but their effectiveness depends on the co-operation of ALL Residents.
12. Our perimeter fence is electrified and may cause shock up to ½m away. Contact with this fence may be dangerous. Please observe the following rules:
 - a. do not touch the fence or place anything on the fence
 - b. keep pets away from the fence
 - c. do not grow plants near the fence
13. All Residents living alone or along the boundary of the Park should have a panic button. This is to be kept on your person or close to you when you have settled in for the evening. These should not be kept in a drawer or any other place not easily accessible in the event of an emergency.
14. In the event of any emergency – whether health or security/safety related, pressing the panic button will immediately result in response from the Security Company and the Care Centre.
15. Panic buttons are serviced twice a year. Residents will be advised when to bring these into the Management Office and also to arrange for the collection thereof once returned.
16. **DO NOT EVER**
 - a. Overload electrical outlets with too many plugs
 - b. Store inflammables such as petrol, paint, etc. inside the house
 - c. Leave cooking unattended
 - d. Pour water onto an oil fire – if a cooking-oil fire happens, smother the fire with the lid of a larger pan and turn the plate or burner off. If the fire is in the oven, switch it off and keep the oven door closed.
17. In the case of a fire in the microwave, SWITCH OFF AND LEAVE THE DOOR CLOSED.
18. It is recommended that Residents purchase their own 2.4kg indoor fire extinguishers.

Visitors

1. Visitors/guests may spend holidays with you, but in the event of an extended stay exceeding 3 (three) weeks, please advise Management, giving full reasons.
2. Prior permission must be obtained from Management for any visit exceeding three weeks.

3. You are not permitted to take in boarders/permanent Residents/carers without Management permission or to sublet accommodation.
4. As this is a Retirement Village, Residents are kindly requested to ensure that children of visitors are kept reasonably quiet and not allowed to run around unsupervised in the grounds.
5. We ask you please to consider your neighbours as you would like them to consider you.
6. Visitors may not bring pets of any sort into the Park for any overnight visit or extended stay.
7. Day visitors may bring pets in; however, all Park rules must be complied with. Pets must be 'declared' at the security gate when entering and leaving the Park.

Pets and Other Animals

1. Residents may bring in existing pets on occupation of their Cottages, subject to prior written permission from Management. **No more than two pets of any sort are allowed.**
2. A Pet Registration Form must be completed and submitted to Management. This can be obtained from the Welfare Manager. (Dial 523)
3. Permissible pets at Settlers Park include cats, dogs, parrots, budgies, or canaries. Other pets may be allowed with prior written consent from Management.
4. Management must be furnished with full details regarding the pet prior to occupation. This must include age of the pet and all necessary inoculations and size.
5. **No pet may be replaced or acquired** without **prior** written permission from the General Manager and the Care Centre Manager. Contravention of this clause may incur a penalty.
6. Pets are barred from public buildings, for example the kitchen, dining room, hall, restaurant, Trust Shop, etc. Dogs are allowed in the Library and in Reception but must be properly controlled on a lead. Working dogs are permitted everywhere that their owners/handlers are allowed.
7. Female cats and dogs must be spayed, and males neutered. **Dogs and cats are to carry identity tags attached to their collars, with the pet's name and owner's name and phone number.**
8. Where a pet causes a nuisance to the neighbours or their property, the General Manager has the right to demand the immediate removal of the pet. This decision will be final and non-negotiable.
9. Pet owners must furnish the Welfare Manager with a signed letter stating arrangements for the pet in the event of the owner's demise. Settlers Park will not and cannot accept responsibility for any pets under any circumstances whatsoever.
10. Pets are not permitted to wander freely around the park, and **dogs must be on a leash** and accompanied by an adult whenever they are out of the fenced area around the owner's cottage.
11. When walking a dog, all dog droppings must be removed immediately by the owner, and not thrown into the dam or into other Residents' gardens.
12. Arrangements must be made for pets when owners go away. Pet-sitters may not stay overnight in cottages. Should pet-sitters be arranged who are not Residents, who will check on the pet/s and feed/water them, Management must be advised thereof.
13. Staff, as well as Residents who do not own pets, are discouraged from giving people's pets treats/snacks.
14. Residents may not feed any form of wildlife including but not limited to feral cats, birds, waterfowl and monkeys.

Transport Facilities

1. The Settlers Park bus takes Residents to town twice a week, on Wednesday and Friday mornings at 8.30a.m. The bus leaves from the Hibiscus Room, although Residents may be collected from their Cottages if they are unwell.
2. There is a nominal charge for using the bus.

3. On occasions when the bus is unavailable, Settlers Park will try to arrange alternate transport, however this is not always possible.

Resident Responsibilities

1. No Resident shall cause stress, mental anxiety, acts of intimidation, inconvenience or disturbance of fellow Residents or breach the Settlers Park Constitution, the Settlers Park Memorandum of Agreement, or the Rules within the Handbook. Should any of the abovementioned occurred, the Resident may be asked to attend an enquiry established by the Board, and, if found guilty, may be subject to sanctions which may include being required to vacate their Cottage and terminate the Memorandum of Agreement with the Settlers Park Association. Such a procedure is not open to review or appeal.
2. No Resident shall place or do anything on any part of the common property, including patios, stoeps, carports, garages, and gardens which, at the discretion of the Board is aesthetically displeasing or undesirable. The decision of the Board is final.
3. Note that various changes/additions require the prior approval from the Building Inspectors Department at the local Municipality.
4. Prior written permission from Management must be obtained for any changes or additions to the Cottage which the Resident wishes to make.
5. No Resident shall place any sign, notice, billboard, or advertisement, of any kind whatsoever on any part of the common property or a cottage, without written consent of the Association first having been obtained.
6. Residents are requested to ensure that noisy activities (workshop equipment, radio, music, etc.) do not disturb their neighbours early in the morning, during “nap-time” in the afternoon, or late at night. Please be aware that your neighbours may keep to a time schedule that differs from yours, so please. In the same way, neighbours are requested to be understanding of the hobbies of others.
7. A Resident shall not do anything to or in his/her cottage, or the common property, which is likely to prejudice the harmonious co-existence of Residents and/or the character and appearance of the property.
8. **Residents are permitted and encouraged to pursue various activities and hobbies; however, it must be noted that businesses may not be operated from your Cottage without prior written consent from Management.**
9. Should you be absent from your cottage for a period, please notify the Care Centre and the Admin office regarding your date of departure and return.

Fundraising and Marketing

1. The marketing of Settlers Park Retirement Village is overseen by the General Manager. This is to promote the Park and its facilities and services. Mediums used include the website, Facebook page and print media.
2. Fundraising is not a formalized function at this time and is done on an ad hoc basis. This is also overseen by the General Manager.

For your Enjoyment

1. Regular activities in the Don Powis Hall/Dining Hall are detailed on the monthly calendar and in the *Silver Threads* for your convenience. The calendar is displayed at the Admin Office, Library and Dining Hall.
2. A Social & Events Committee exists, and they arrange general entertainment, recreational activities, and outings. Residents are invited to participate in these activities.

3. Social activities and clubs include:-

Activity	Venue	Contact (may change without notice)
Bingo		
Aerobics	DP Community Hall	
100 Club	Glens' Den	
Tai Chi	DP Community Hall	
Scottish Dancing	DP Community Hall	
Card Renovation Group	Care Centre Activity Room	Jenny Hoseck 453
Aqua- aerobics		
Garden Club		
Mahjong Club	Board Room	
Floral Art Group	DP Community Hall	
Painting Circle	DP Community Hall	Marion Macpherson 230
Fresh Water Angling Club		
U3A (University of the Third Age)	DP Community Hall	
LAHS (Lower Albany Historical Soc.)	DP Community Hall	
Short Mat Bowls	DP Community Hall	Eddie Hoseck 453
Table Tennis	DP Community Hall	Len Steinhardt

- These may vary from time to time; details can be found in the Silver Threads.
- Hairdressing facilities, provided by the Settlers Park Association, are available for Residents. The salon is situated below the Care Centre building (300).
- A library has been established through the generous donation of books by various members of the Association. This facility is open from 10h00 to 12h00 on Mondays and Fridays and from 15h00 to 16h30 on Wednesdays.
- An indoor swimming pool is available to all Residents. Use of this facility is at your own risk. Please keep the facility tidy. The pool is heated to approximately 28°C and controls should not be adjusted by Residents or Visitors.
- An Exercise Room adjacent to the pool is equipped with simple equipment.
- Glen's Den is a social club located near the dam. This club is open twice a week for dinner on a Wednesday and Saturday from 5:30pm. Visit the notice boards for booking details. This club can be booked for your private functions. Contact Richard Henshall on 481.
- Note: All facilities at Settlers Park are used at own risk, and the Association will not be held liable for any loss or damage arising from any cause whatsoever.

Settlers Park Association Trust

- The Settlers Park Association Trust, a separate entity to Settlers Park Association, does fundraising and receives special donations and bequests. The income from this Trust is used to solely benefit the Settlers Park Association Community – specifically those who are battling to meet their own financial needs.
- As part of its fundraising initiatives, the Trust has established a second-hand shop (The Trust Shop). This operates from 15h00 to 17h00 on Wednesdays and Fridays and from 09h00 to 12h00 on Tuesdays and Saturdays, and Residents are requested to support the venture with donations of unwanted items.

3. In addition, two cottages and two bedsitters, known as the Trust Cottages, are available for rental by family members of Residents.

Settlers Park Bequest Form

1. A sample bequest form is available at Reception in the Administration Building.
2. Bequests are handled by the Park in accordance with the wishes of the testator. They are generally allocated to:
 - a. The Settlers Park Trust, which contributes to the financial support of Residents who are in financial difficulty. The Trust can handle bequests of money or goods.
 - b. The Capital Reserve Fund, which provides capital resources for the benefit of most, or all, of the current or future Residents of the Park, or
 - c. The Benevolent Fund, which focusses on the needs of Residents who are in severe financial difficulty and who have outlived their funds.
3. Settlers Park Retirement Village is a non-profit organization and assistance is provided to individuals who are experiencing financial challenges. The Association also manages projects which improve facilities in the Park. We ask Residents to consider leaving a bequest which may fund a future project in the Park. An example of this type of bequest is that the late Christine Holmes left the residual portion of her Life-Right to the Park which was used to upgrade accommodation for all residents of the Care Centre, and to repair the sides of the pond near Glen's Den. A large display board in the Care Centre lists the names of the donors.

General

1. A laundry service operates below the Care Centre building:
 - a. operating hours are Monday to Friday from 8am to 4pm
 - b. items sent for laundering must be marked and listed and should be taken to and fetched from the laundry unless the Resident is incapable of doing so.
 - c. use of the laundry service is at your own risk.
 - d. by leaving your belongings at the laundry for cleaning, drying, and/or ironing, you accept that Settlers Park Association has no responsibility/liability in this regard
 - e. the following items are not accepted at the laundry: curtains, duvet inners, pillow inners, blankets, or pet beds/blankets
2. No flammable material may be stored in any building, nor may any dangerous act be performed which may endanger the safety of fellow Residents.
3. The General Manager of Settlers Park Retirement Village or the General Manager's designate has the right to inspect structures from time to time, to ensure that the buildings are in good condition and repair and to ensure compliance with fire, health and general safety standards.
4. Please do not disconnect the door closer that automatically closes the door leading from the kitchen to the garage. It is a Health & Safety regulation that must be complied with.
5. For the safety of all, Residents and their visitors are required to observe all road signs and the speed limit of 20 k.p.h. when driving in the Village.
6. Residents who require a Living Will are requested to contact the Welfare Manager, who administers these on behalf of the Park.
7. All cottages and flats are provided with rainwater tanks for drinking purposes. We do not recommend using the municipal supply for drinking water. Should you have any problems regarding drinking water, please contact the office.

Glossary of Terms and Abbreviations

Don Powis Hall – Upper level of the Administration Building. Main entrance is on the South side.

GM – General Manager, responsible for running the SPRV.

Life-Right – A contract between SPRV and an individual granting a limited right to live in SPRV.

PABX – Public Access Branch Exchange – a telephone switchboard.

R&S – Residents and Services Committee. Volunteers who assist Residents.

Reception – At the ground floor entrance to the North side of the Administration Building.

Resident(s) – people who live in SPRV and who have a registered Life-Right or who pay rent to SPRV.

SPA – Settlers Park Association. The legal entity that owns and manages SPRV.

SPRV – Settlers Park Retirement Village, Horton Road, East Bank, Port Alfred 6170

The Park - Settlers Park Retirement Village, Horton Road, East Bank, Port Alfred 6170

Maintenance Categories

1. Extremely Urgent	Flooding, Fire, Burst Water Main or Pipe, Geyser Water Leaking Into House, Blocked Toilet
These will be investigated immediately, and remedial action will be taken. Repairs may take time, depending on the severity and the availability of staff/ materials.	
2. Urgent	Front/Back Door Stuck, Front/Back Door Locks Not Working, Broken Window Glass (Not Just Cracked), Leak from any Waste System, Broken Flushing Levers, Leaking Taps, Electrical Faults, Overflowing Geyser
These will be investigated the same day, and every attempt will be made to rectify the problem. There may be delays in completing the repair if materials are not available.	
3. Not Serious	Broken Cupboard Doors, Broken Hinges, Sticking Doors/Windows, Wash-lines
These will be attended to as soon as staff become available. This may take more than two days before being attended to.	
4. Routine	Light Fitting & Lamp Replacement, Repairs To Doorbells, Gutters & Curtain Rails, Sundry Items, Sundry Painting & Varnishing
These will be attended to as soon as is practical, but there could be delays due to other priorities. Every effort will be made to assist the Resident as soon as possible.	

Document Revision History

Version Number	Date	Revision Author	Description
1.0	2019-12-14	Rob Crothall	Initial draft, based on the old version
1.1	2019-12-22	Rob Crothall	Fixed ordered lists and minor editing
1.2	2019-12-24	Rob Crothall	Minor fixes.
1.3	2019-12-26	Rob Crothall	Changes from Charles Pellew.
1.4	2019-12-27	Rob Crothall	Changes from Tricia Border
1.5, 6, 7	2020-06-20	Rob Crothall	General tidying up, Glen's Den
1.8	2020-07-19	Tricia Border	Changes from Tricia Border