



MHA News

News you can use!

Msunduzi Housing Association NPC

Dec 2015

Season's Greetings!

Dear Tenants,

A very merry festive season to you all! It is with great pleasure that I write this note to all of you at the close of the 2015 year.

The year has been a tough one financially for everyone, but we have pulled through! I'm sure I can speak for everyone when I say that we are all tired and need the festive season break!

Exciting changes have happened at both our complexes. Acacia Park has received a brand new guard house, recycle centre, and a tuckshop. Signal Hill has received a tuck shop and computer centre. We hope these new amenities are helping your stay as a tenant to be a happier and more fulfilling one.

I wish to extend my thanks to all of you who continue to pay your accounts on time, and in doing so, ensure that we are able to continue giving you great service!

I wish you all the very best for your endeavours in the New Year!

Safe travels for all of you will be going away.

Yours faithfully,

Ivor

Staffing

The company has gained a few new staff members since the last issue. We are pleased to welcome Xoliswa Dlamini onto cleaning staff, as well as Thabang Ndlovu, our new Development Manager. We have also welcomed Bret Paul onto permanent staff in the legal department.

It is our hope that Xoliswa, Thabang, and Bret fit into the company well, and that their time with us will be long and productive.

Housekeeping

We would like to remind all tenants of the following:

- We urge you to please continue to display your car parking disc, so as to avoid trespassing. Failure to display the disc could compromise your security, especially over the festive season.
- Please remember to make use of the skip area. It is a public safety hazard when tenants simply do not care and throw their refuse bags wherever they feel like it. Not only does this encourage vermin like rats, it also promotes the spread of diseases.
- Please make use of the washing lines that we have provided, rather than fences or staircase railings.
- Keep your bathroom windows opened when showering, so that the steam does not cause mold to grow on walls and ceiling.
- Due to the school break, we would like to encourage parents to kindly keep a close eye on those very active and creative minds, to especially guard against graffiti on the walls and other vandalism of property.

In addition, the Christmas season is a known time of criminal activity. Please ensure that you do not become a victim of crime, by ensuring that your car and your unit are securely locked at all times, and that nothing valuable is left close to an opened door or window. If you do see something suspicious, please do not act yourself – rather alert the security guard, who will take appropriate action.

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If everyone remembers these security measures, then we can work together to create a better and safer living environment for all at Msunduzi Housing Association this holiday season.

FINANCE NEWS

An important reminder to all tenants: *Please note that the banking details for our developments are separate.* Banking details are as follows:

ACACIA PARK ACCOUNT DETAILS:

BANK: **NEDBANK, BOOM STREET**
ACCOUNT NAME: **MSUNDUZI HOUSING ASSOCIATION**
BRANCH CODE: **187505**
ACCOUNT NUMBER: **1165033542**
REFERENCE: **(eg: Flat 200, Acacia Park/Rent)**

SIGNAL HILL ACCOUNT DETAILS:

BANK: **NEDBANK, BOOM STREET**
ACCOUNT NAME: **MSUNDUZI HOUSING ASSOCIATION**
BRANCH CODE: **187505**
ACCOUNT NUMBER: **1165033550**
REFERENCE: **(eg: Flat 101, Signal Hill/Rent)**

Please ensure that the correct banking details are used for all deposits and payments. Please check that you use the account details for the development where you live.

Remember that your development and unit number is the only reference for all your payments (eg 101 Acacia Park, or 201 Signal Hill) - it is very important that you DO NOT put your Name, Rent, or your Cellular number as your reference when making a payment.

In addition, please do not make use of ATMs (automated teller machines) to make rental payments. When using an ATM, the reference does not show on the statement we receive from the bank. This means that your payment will not be captured against your name, and your rental account will go into arrears. If, for some reason, you absolutely must use an ATM, then please fax or email us a copy of your deposit slip, with your name and unit number on it, and we will manually enter your payment.

Debit Orders

This is just a small reminder that as the 25th and 26th December are public holidays, debit orders scheduled for these days will go off on the next working day, which will be the 28th. In addition, as the 1st January is a public holiday, debit orders for this date will go off on the next working day, which is the 2nd January.

Please also note that tenants who are paying by debit order on the 15th and 25th of each month, are paying in advance for the following month. Should your debit order be reversed, for whatever reason, during the holiday break,

then please note that you will no longer be in advance, unless you make a cash payment to cover the reversal.

Please also bear in mind that tenants can now pay their rent by credit/debit card at the front counter of the MHA's office.

Banking Details

In order to avoid unnecessary additional costs, please ensure that you inform us should your banking details change. If your banking details have changed, we will ask you to fill in another form with your updated banking details, which we will use to do another debit order. It is important to note that the old debit order cannot be cancelled until the new one is signed by the tenant, and in operation.

Closing Times

Please note that the offices will be closed as of Tuesday 15th December 2015 at 04:30pm, and will re-open at 08:00am on Monday 04th January 2016. Office staff will not be available for consultation during the entire holiday break. Housing Supervisors and Maintenance Staff will be on hand to deal with **emergency situations only**.

EASY PAY VENDING

Easy Pay/UNIPIN Vending System

Signal Hill and Acacia Park

We wish to remind our tenants that water and electricity can be purchased from any NetVendor merchant over the Christmas break. These include, among others Boxer, Pick 'n Pay, and Checkers. If you have any problems with the purchase of water or electricity, **you can call NetVendor directly on 086 111 6199**. They are opened till 08:00pm on weekdays and Saturdays, and will be happy to help you deal with whatever problem you might experience.

Please remember that you can purchase your electricity at any NetVendor outlet by producing your prepaid electricity card (please ensure you come to the office to be issued with a new pre-paid electricity card if you are still using the old style card).

What do I have to ask for when purchasing my electricity at any NetVendor outlets?

- You must ask for Eskom Electricity.
- You must produce your electricity card when purchasing.
- You can purchase from as little as R50 electricity!!!!

In addition, please also note that all tenants whose water meters have not yet been replaced will be charged according to the municipal statements received by the MHA each month. The water grant will be deducted from the amount charged by the municipality. The tariffs charged will be R49.88 per KL, and these costs will be raised on your account by the MHA.

COMMUNITY DEVELOPMENT EVENTS

SIGNAL HILL AND ACACIA PARK FUN DAYS

We hosted successful fun days at Signal Hill and Acacia Park in this year. We would like to thank all parents for allowing their children to participate in these events, despite the threat of wet weather.

Thank you to all tenants who came out to support their children and participated on these days, and to all the Acacia Park and Signal Hill kids who put the FUN back into Fun Days!



Signal Hill Fun Day

In addition to the Fun Days, we have also created a recycling area for Acacia Park. The recycling initiative is to be spearheaded by Mrs Tracy Adkins, a resident at Acacia Park. There are separate bins for glass, metal, plastic, and paper waste. When full, these bins are emptied, and the recyclable waste is taken for processing.

It is our belief that we must be good stewards of the natural heritage that we have been blessed with. To this end, Mrs. Adkins will be teaching the young people of Acacia Park about the value of recycling, and will ensure that they know about why they need to leave a good legacy for the generations still to come. We wish Mrs. Adkins every success with the recycling project at Acacia Park.



Acacia Park Recycling Centre

MAINTENANCE

Aloe Ridge

Aloe Ridge, our new Westgate/Grange development, is proceeding well. Building began earlier in this year, after many delays that were out of our control. We expect the development to be complete in the near future, at which point we will have 952 new units to add to our stock. This will place a lot of strain on the operations of the front office, but we relish the challenge that this affords us to grow, and to become better at meeting the needs of our tenants.



Construction at Aloe Ridge

In addition to the work on site, we have also been doing some renovations at the office. These have taken the form of much needed security upgrades. These upgrades have been made to ensure the continued safety of staff, tenants, and visitors. We are very grateful to our tenants for their patience and support through the process, and look forward to your continued support as we bring the renovations to a close.

Site Tuckshops

As part of our on-going maintenance obligations, the MHA has also been busy at the existing sites. We have created space for tuckshops on both developments. One of the most common complaints that we heard from tenants was regarding the inconvenience of having to travel to obtain small conveniences such as bread, milk, and airtime.



Tuckshop at Acacia Park



Signal Hill PC Centre and Tuckshop

Refurbishments

One of the most noticeable maintenance changes has been the refurbishment of some of the three-bedroom units into singles accommodation. There has been a marked increase in the demand for this type of accommodation at both developments, and based on the demand, the MHA decided to go ahead with the change. The new singles quarters will provide a lounge, kitchen, dinette, bedroom, and a bathroom – all focused on the needs of an individual renter. We are looking forward to welcoming many new tenants to our community through the singles quarters.

In addition, this year we constructed a covered garage for our tractor. The tractor is of great value to us in terms of maintaining the site – we use it for mowing grass in areas where the grass cutters have difficulty getting to, and we also use it to get rid of weeds that grow up in the paving (especially during the summer months). Having a covered

garage in which to park it when not in use is sure to extend the life of the tractor.

Guard House

There has also been much work expended to construct a proper guard’s house. Traditionally, this structure has been constructed of wood, in the fashion of a wendy house. However, management felt that the time was right to construct a more permanent and durable shelter for the guards. Along with the new guard house, we have also refurbished the Acacia Park PC Centre. We are sure that many tenants have noticed that we have constructed concrete skirting along the bottom of the container that houses the PC Centre, thereby preventing the accumulation of rubbish under the container, which was an eyesore that we received many complaints from tenants about.



Acacia Park Skirting

During the Holiday Season more than ever, our thoughts turn gratefully to those who have made our progress possible. In this spirit, the directors and staff of the **Msunduzi Housing Association NPC** would like to wish all our tenants and their loved ones a holiday season and New Year filled with much joy, happiness, and success. May you and your loved ones have a safe and blessed holiday season, and a truly prosperous 2016.

Please note that our office will close at 04:30pm Tuesday 15th December 2015, and will re-open on Monday 4th January 2016.



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