

## SUMMARY OF SHARED CONCERNS & CURRENT ACTIONS TO RESOLVE

CONCERN RAISED	DETAILS	ACTION BEING TAKEN	STATUS
1 <b>HISTORICAL EFFORTS FOCUSED ONLY ON PHASE 1</b>	Scars from the past: Residents have expressed that previous efforts were mainly focused on phase 1 yet contributions were being asked from all.	The new HOME OWNERS ASSOCIATION executive has mandated in the newly adopted constitution that the new <b>committee members must comprise of residents from each phase</b> so agendas are discussed, prioritized and balanced accordingly. No phase left behind.	<b>RESOLVED</b> Constitution adopted & Phase representative selection underway to balance priorities.
2 <b>LACK OF CENTRAL OFFICE</b>	There was no central office to go and ask questions from the Association and not everyone was aware of initiatives.	Physical Office for Levy Payments, Form collection and Inquiries is already being addressed by the new Committe with the Lawyers acting as our legal secretary. Location to be advised in due course along with Trust Account details for direct bank payments.	<b>IN PROGRESS</b>
3 <b>COMMUNICATION CHALLENGES</b>	Digital communication like whatsapp was being used however there were challenges due to the multiple disjointed whatsapp groups and little success with reaching people in person through meetings.	<ol style="list-style-type: none"> <li><b>Website has been created</b> for centralized communication</li> <li><b>Communications Officer</b> instated to reach all known whatsapp groups</li> <li><b>Member Email Mailing</b> list being created from online Membership registrations for ongoing communications</li> <li><b>Regular Meetings @ Bellwood School</b> to be communicated with a consistent time of Sunday 4:00pm by whatsapp poll vote to cater to the majority.</li> </ol>	<b>RESOLVED</b> All communication channels mentioned have been actioned
3 <b>TRANSPARENCY OF PAYMENTS &amp; EXPENDITURES</b>	Reporting of financial expenditures from collected funds was not easily available or communicated often and residents stopped paying. Only some would participate in payments of \$10/month making the burden heavy for the participating few.	<p>All reporting will be readily available via the website for view at any time. <b>Members shall be provided login access to view detailed reports while limited summary information shall be available for public view without a login at any time.</b> Information to be published to include.</p> <ol style="list-style-type: none"> <li><b>Trust Account Statements</b> for Levy Collection</li> <li><b>Prioritied project plans</b> and Costs</li> <li><b>Expenditure for projects</b> underway</li> <li><b>Revenue reports</b> showing expected levies from registered members vs actual collected levies. Outstanding payers to be reached out to individually to maintain revenue flows to sustain development.</li> </ol>	<b>IN PROGRESS</b> <b>Trust Account Creation is Dependant on reaching at least 500 registered members to form the Owners Trust</b>
4 <b>PRIORITIZATION OF DEVELOPMENT AGENDAS</b>	There were challenges in balancing priorities and providing clear Project Planning around all priorities on the table so residents could see when to expect each initiative to be addressed.	Lack of consistent and substantial development funds was the primary failure point. <b>A set levy paid at the same time each month by all residents creates capacity for planning, budgeting and prioritizing of ALL efforts in ALL Phases.</b>	<b>IN PROGRESS</b> A set levy & Prioritized Project plans being drafted for public communication

5	<b>SYSTEMATIC LEVY COLLECTION &amp; MONTHLY FINANCIAL REPORTING</b>	<p>Residents expressed the need for more frequent financial communication and transparency.</p> <p>The fee of \$10 set was collected through various channels and financial reports were produced annually.</p> <p>Levy amount of \$10 was deemed too low for meaningful progress given the development needed.</p>	<p>1. A new levy amount appropriate for meaningful development shall be determined and communicated.</p> <p>2. An <b>Association Trust Account will be created managed by an independant Legal Secretary (Yet to be Designated)</b>. Published financials and their access on the website is detailed in point 3 above.</p> <p>3. All transactions for vendor payments shall be requested in writing to our legal trustees with appropriate documentation for audit purposes. <b>No member of the committee or local resident shall handle any cash payments for levy's outside the legal office.</b></p>	<p><b>IN PROGRESS</b> Affordable Levy Amount to be tabled and communicated</p>
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**SUMMARY COMMENTS:**

The new Home Owners Association is truly understanding of **the need for an inclusive ongoing conversation to make sure all concerns are addressed**. It is our every intention as fellow home owners, to make sure we move forward learning from the past and ensuring all concerns are heard and addressed systematically as we go, with transparent ongoing communication.

**Development of our community will not happen without the effort and buy-in of every member.**

Please join us in good faith and register as a member and let your voice be heard.  
Let's work together to make Sandton Park what we all long for it to be.

**[www.sandtonparkHOA.com/membership/](http://www.sandtonparkHOA.com/membership/)**

