

Newsletter – March 2011

Ntwane Game Lodge & Conference

Meet the Manager

Those shareholders who have been to the lodge in the past six months, may have had the pleasure of meeting the new Lodge Manager, Nico Luwes. Nico started in November last year and lost no time in getting the lodge and the staff at the lodge up to speed, and is now busy tackling the outstanding maintenance work. Nico lives in Modi Molle, so is able to be on-site at least twice a month to keep the lodge running smoothly. There is still much to be done and we welcome Nico to the team.

Money Matters

Yes, it does! And unfortunately there is never enough of it.... The Welgevonden Land Owners Association (LOA) have advised that they will be extending the Special Levy that was raised last year, for a further 12 months, and increasing the amount by 16.4%. Their normal levy will also be increasing by 6.5% effective from March 2011. The Ntwane Board has therefore taken the decision to keep the normal monthly levy unchanged at R1053/week, and to continue the special levy until April 2011, when it will reduce to R500/month, as was agreed when the original special levy was implemented last year. This will be until August 2011 at which time the position will be reviewed. The additional funds generated by this special levy will be used to cover the LOA special levy, for the maintenance issues that still need to be addressed, as well as for the Land Rover that needs some major attention. The good news is that the loan to Garth Coetser will be completely settled in the next three months. We are also attempting to build a capital reserve of R100,000, to facilitate the effective running and maintenance of the Lodge.

NEW BANK ACCOUNT DETAILS

A reminder that the bank account details have changed!! Please ensure you make payments of your monthly levies to the correct account.

**NEDBANK GLOBAL BRANCH
BRANCH NUMBER 198765
ACCOUNT NO 1005820155**

Getting it Fixed

Unfortunately much of the work that was scheduled for the beginning of the year was put on hold due to the incessant rain in January, which interfered with the outdoor work that needed to be done. We have now decided to schedule the annual maintenance week to fall in Winter.

The soak pit at the lodge is in the process of being upgraded. Although this is expensive, the septic tank will not need to be drained on such a regular basis as in the past, resulting in huge savings. Other maintenance items that Nico has been tasked with are to get the generator serviced, to get all the torches working, to replace the hand radio, as well as to get the Land Rover sorted out.

This includes the radio, the diff-lock, the master brake cylinder, the odometer, the passenger door handle and seat, main headlights, windscreen wipers, and the tow bar. The Land Rover has not yet been replaced, but with a bit of luck and Nico's assistance we can get a few more thousand kilometres out of the old lady. In order to build up a bit of a reserve for when the Land Rover will need to be replaced, the per/km charge has been increased from R5.00/km to R6.50/km, which is still modest when compared to some of the other Lodges. This charge will be reviewed in six months time as well. Thanks to Nick Caldwell for his efforts in identifying these issues and assisting in getting them resolved.

Staff Members

We would like to welcome both Daniel and Onnica to the Ntwane team as they are now officially employed by the Lodge. Previously they worked for Nsele, but this ended when the Management contract was terminated towards the end of 2010.

The feedback we have received about them from shareholders visiting the Lodge has been encouraging, and we look forward to a mutually beneficial working relationship going forward. We will shortly see them in new uniforms, which Nico will be arranging. We are also planning on getting Onnica formally trained in housekeeping and cleaning techniques, but in the meantime we appeal to you to give her some guidelines on how you like things to be done – she is very willing to learn.

Communication

A new computer was bought for Ntwane, which is up and running, and allows communication with the lodge via e-mail. Please contact Daniel to let him know your time of arrival – contact details below. Also, we will be sending out more regular communication to the shareholders in the form of a newsletter, of which this is the first!

POLICY, POLICY, POLICY

To keep the lodge running smoothly and to avoid unnecessary issues, we need to keep all shareholders abreast of existing policies that have long been in place, as well as new ones decided by the Board. We will be putting together a comprehensive list of Rules and Regulations that will be circulated to shareholders and made available to all guests in the lodge bedrooms. However, it remains the responsibility of the shareholder to ensure that their guests are familiar with the way things need to be done. Please can you in the meantime take note of the following:

- **Completion of "Guest Visit" Form** - All guests/shareholders are **required** to complete and sign this document on the final day of their stay. This form is an essential tool in ensuring that you are correctly billed for your stay, and so that we can keep Ntwane in tiptop condition. The information that is required is the number of guests who stayed per night, the mileage traveled as recorded on the odometer, any breakages during your stay, the amount of firewood used (for which you will not be charged – we are just trying to keep a record) and any maintenance issues that you have spotted that require attention.
- **Tippling of the staff** - R100 per chalet per night occupancy. This is discretionary, and based on *additional* services rendered. However cognizance should be taken of the fact that tips do "make-up" part of the salaries for the staff.
- **Work hours and days** – the weekend for the staff begins at 12.00 on Tuesdays and carries through to 08.00 on Thursday mornings.
- **Length of stay** - with reference to the staff weekend above, please note that you are expected to check out early enough on Tuesday morning so that you and your guests are at the Main Gate by 12.00pm to allow the staff to leave timeously for their weekend. Although the staff start their work week at 08.00 on Thursday mornings, guests are only to arrive at or after 12:00 to allow the staff time on Thursday morning to prepare for your arrival. If you wish to extend your stay so that it will impinge on these hours, arrangements **must** be made in advance with Nico (not with the staff themselves), and Nico will let you

know if it will be feasible.

- **Maximum hours worked per day** – the staff are not allowed to work more than 10 hours in any one day. If they are expected to go on early morning or late night drives or assist with a late supper, they need to be given time off during the day.
- **Public Holidays** – the staff are expected to work on any public holidays that fall within the work week, as they will be compensated with additional time off.
- **Brief of what is expected of the staff** – to maximize your enjoyment during your stay, and to avoid any confusion or misunderstandings, it is recommended that you meet with the staff at the beginning of your stay to give them a brief outline of what you expect from them. This would cover amongst other issues, the hours you expect them to be in attendance, when you may want to go on game drives, and what meal preparation/ cooking/ serving will be required.
- **Provision of food for the staff** - if the shareholder/guest is not catering for the staff while they are visiting, then they **must** provide food to the staff that they can cook for themselves. If the staff have not been given cooked food, then they must be given ample time to prepare the food for themselves. This is very important as the food policy was introduced because they were not been given enough time to prepare their own meals.
- **Breakages Policy** - Shareholders and their guests will be liable for all breakages or items that go missing. The current policy is that if items of a minor nature for example, glasses, plates, cups, saucers etc, are broken or go missing, then a flat charge is made at R75/item. This applies only to less expensive items. All expensive items, which include the crystal glasses at R600 each, will be charged for at cost plus a buying/handling fee. We request guests and shareholders to assist in the implementation of this policy by informing Daniel of the breakage, and ensuring that all breakages are noted on the "Guest Visit" Form. We also urgently request you and your guests not to remove items from the lodge that you have not bought. In particular this relates to the Tupperware but, glass containers, hairdryers, torches, glasses, salt & pepper cellars, kitchen knives, coffee, tomato sauce and even toilet rolls have been taken!!

Administration

Terry Meyer has taken over the administration of the Lodge from Cheryl Currin, so please contact her if you need to make changes to your weeks (details below) and let her know the details of your visit at least a week in advance.



WHO'S WHO – A QUICK REFERENCE GUIDE

Lodge Manager : Nico Luwes – Cell (082) 405-0702
nrluwes@ffg.net
Ranger : Daniel Matsape – Cell (083) 256-0669,
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Housekeeper : Onnica Matsape
Accounts & Administration : Terry Meyer – Cell (082) 442-5213
tmeyer@traiman.co.za
Financial Director : Dave Drennan – Cell (082) 891-2167
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Directors : Peter de Smidt – Cell (083) 325-8670,
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Shareholders Contact Details

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