



**PROCEDURES FOR QUERIES, SUGGESTIONS, CONCERNS, COMPLAINTS, ETC**

**&**

**TRANSGRESSION OF RULES**

**With effect from June 2021**

**1. QUERIES, SUGGESTIONS, COMPLAINTS, AND CONCERNS**

GAMHOA continues to have an open door policy for all members and any reasonable queries, suggestions, complaints and/or concerns are welcome (provided the correct procedures are followed).

In any community (and we have a large community of over 400 members) there are bound to be things that go wrong, decisions and things that not all members agree with and unfortunately non-compliance by members of rules, etc.

GAMHOA and its representatives will always attempt to assist in resolving issues that arise (where reasonable and possible). However, there are the following important principles that should be noted:

- When an issue arises between members, it is only reasonable to expect that the parties involved attempt to settle or resolve the issue between themselves (exercising tolerance and consideration) before involving GAMHOA.
- Although GAMHOA will attempt through its available means and options to enforce applicable rules, GAMHOA is not a police force. If a member is breaking the law, any concerned or affected member should contact the police or the municipality (which is the normal procedure in all communities).

The following procedures will apply and must be followed in the event of a member wishing to communicate with GAMHOA (for all communications including, general communications, queries, suggestions, complaints, concerns, etc):

- All queries, suggestions, complaints and communication must be in writing and addressed appropriately.
- These must be emailed to the Managing Agent (The Bellbuoy Group) Hennie Marais at [hmarais@bellbuoy.co.za](mailto:hmarais@bellbuoy.co.za)
- Depending on the nature of the complaint or communication, it will be resolved by the Managing Agent or appropriately redirected to the Board, the Exco or Arch Com for consideration and attention.
- If any of Exco, Arch Com or the Managing Agent are unable to resolve or decide on the matter, it will be elevated and referred to the Board. Unless urgent or critical, communications or complaints will be dealt with at Exco's or ArchComm's next monthly meeting or when elevated to the Board, at the Boards next quarterly meeting.

- Responses from GAMHOA will be in writing and may be made through the Managing Agent (on behalf of any of the Board, Exco and Arch Com).

## 2. TRANSGRESSION OF RULES.

Everyone knows and accepts that Rules and laws are needed to keep the peace and maintain values and standards of all properties at Gamtoos. The fact that an individual member may not like specific rules does not entitle them to ignore such rules. The rules ensure that everyone's rights are protected, whilst your obligations as a member of the Gamhoa are clearly laid out. Applicable rules and laws include:

1. The MOI
2. The Building Code of Practice (which are standardised and with specific departures)
3. Addendum I. This includes Site Instructions.
4. The Resort Rules and rules adopted by the Board from time to time
5. The Slipway/Boating Rules
6. Municipal and building bylaws
7. Other applicable legislation and laws.

GAMHOA's rules (1 - 5 above) are available on our website: [www.gamtooshomeowners.co.za/](http://www.gamtooshomeowners.co.za/)

### NON COMPLIANCE WITH RULES WILL GENERALLY BE DEALT WITH AS FOLLOWS:

- The member concerned will be given written notice to remedy the breach within such period as may be determined.
  - Depending on the nature of the non-compliance and whether it is remedied or not, GAMHOA will take or cause to take action as deemed necessary to enforce compliance, which action may include imposing a fine or fines determined by the Board. The level of fines is set at the AGM each year.
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