Walmer Office
PO Box 6267, Walmer
Port Elizabeth, 6065
1st Floor, Bloomingdales Office Park.
Cnr 9th Ave & Main Road, Walmer.
Port Elizabeth 6070.
Tel: (041) 581 2606
Fax: (041) 581 2601
Email: gamtooshoa@linmere.co.za

GAMTOOS MOUTH
HOMEOWNERS ASSOCIATION
NPC

Gamtoos Mouth Resort Office
PO Box 213,
Thornhill, 6375
Tel: (042) 286 0819
Fax: 086 579 1945
Cell: 081 065 6469
Emergency/Duty Manager: 076 072 4751
Email:gamtooshoa@truewan.co.za

A Nature-lovers Paradise

PROCEDURES FOR QUERIES, SUGGESTIONS, CONCERNS, COMPLAINTS, ETC

&

TRANSGRESSION OF RULES

With effect from 30 May 2016

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 may either be emailed to gamtooshoa@truewan.co.za, posted to PO Box 213, Thornhill, 6375, hand delivered to the Gamtoos office, delivered to the Managing Agent (The Bellbuoy Group) or faxed to 086 579 1945.
- Depending on the nature of the complaint or communication, it will be directed to the Managing Agent, Exco, the Board 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 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 than 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:

- The MOI
- The Building Code of Practice (with standardised and specific departures)
- The Resort Rules and rules adopted by the Board from time to time
- The Slipway/Boating Rules
- Municipal and building bylaws
- Other applicable legislation and laws.

GAMHOA's rules (MOI, Building Code, etc) are available on our website: 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.