

Attention: Mr. Frost 25 June 2020

I have not heard a peep out of you since I last emailed you, nor have you responded to any or all my previous emails which is what one, (as an owner), expects from a Body Corporate member. I take extreme exception to the fact that you simply fob me off and carry on with business as usual. Your evasive behaviour is puzzling to me and one cannot wonder what the real motive for this is?

Surely by now you could have easily addressed the issues and concerns I have raised and reverted with answers on a point-by-point basis? Yet I have received nothing? How do you explain this eccentric, irreverent and peculiar behaviour? I pay my 'levies' don't I? So why fob me off?

In lieu of the fact that to date I have not heard from you, I respectfully ask that you email me a list of all the Body Corporate member's EMAIL addresses so that I can copy them with whatever issues and concerns I may have and perhaps then I would get an answer.

If you cannot respond to my concerns then I do not see a value in having an elected 'in-house' Body Corporate Committee running the affairs of this apartment block. In fact I would like to place on record that I will not be voting in favour of the Body Corporate in the next AGM, but would rather opt for an independent 'out-sourced' Property Management Administration Company (like for example 'Wakefields') taking over the administration of our Apartment Block(s).

Moving on ...

I notice with concern that I see you have workers cleaning windows and they are using the same kind of ladders that I was using when you stopped me from completing my task. Mr. Frost, why is it that you apply double standards? Here I am biding my time during Covid-19 and thinking I would be useful, I decided to do some painting on the wall of my neighbour above ... when you came along and stopped me. You knit-picked about some kind of current inspection ticket that should have been stuck to the ladder which I was using, and because it wasn't there, I could not continue with my work.

I was doing the Body Corporate a huge favour by painting the wall in question absolutely free of charge! You stopped me! Why is that? Yet you delegate workers to clean windows ... using the same non-inspected type ladders! Double standards. (Please refer to photos attached) Mr. Frost, I insist ... no! ... in fact I respectfully demand that you delegate your painting staff to paint my wall with immediate effect, as it would have been done & dusted by now if you had not stopped me.

By the way, I am appalled at how your workers can engage in the task of cleaning windows when they do not even remove OBVIOUS plants such as weeds and ferns growing from the window sills. (refer to photos attached) Are they not supervised? What happened to 'common-sense' ??? What kind of workers do you take on?

Another thing! Whilst your workers are up there high up on their 'dis-qualified' ladders, did they report to you that a lot of windows need the putty to be replaced. The putty is old and cracked and glass panes are about to fall out. Are you addressing this factor or are you ignoring it like you ignore the removal of the ferns? There are also lot of ferns and weeds growing on various parts of the building 'low-down' where it is very easy for your staff to remove, as opposed to simply walking past. My advice – Train them!

The inaction on your part, not delivering a good maintenance service has resulted in many decent long-term 'apartment owners' from selling up and moving out. When good caring people move out, there is a very high risk/ probability factor that the calibre of new owners may very well be that of the 'non-caring' type. i.e. folks that don't care about having a clean, well-kept garden, folks who don't care about the deterioration of the building structure, folks who don't care about the health-factor. Perhaps there may even be scoundrels and scallywags moving in. We see this downgrading 'slide to junk status' happening in many of our towns ... commonly referred to as 'URBAN DECAY'. This does not auger well for the future of this residential block. Long-term owners are forced to sell because they are no longer proud to stay. The remaining few like myself and a bunch of others have invested in this block and we wish to enjoy our twilight years in a healthy, safe and clean environment. In saying that it is only natural that we want to be proud of our place of residence and all it takes is to maintain the place in pristine condition so that when our friends and relatives come to visit us, they are impressed by seeing how nice and clean and tidy the place is kept. Mr. Frost, you need to address the following items I have raised:

a) The rubble in the garden. There was a feeble attempt to take one bakkie load away. Then you topped up that pile with another new load of builder's crap. Remember, there have been 2 snakes reported and caught due to neglect of gardens – one in each block. Why don't you simply use a bit of admin petty cash and get a contractor to remove the whole lot in one day?

b) The nappies, litter and garbage near the 'Bin' area needs to be controlled better. Your staff walk past and don't even pick up any random litter lying around. And when the dustbin men arrive to remove the garbage bags, care must be taken as to how they handle the plastic bags of garbage. If they spill garbage ... they must take the time to collect it all and load it on their trucks. Somebody needs to watch over them, to see that the work is done properly, and that they maintain that level of service. We don't want dirty nappies and house-hold garbage lying around all the time! (Cliff whose apartment is above the bin area, and he made huge efforts to pick up the strewn litter and kept that area clean & tidy). On the Stralenberg App you even praised Cliff for his fantastic work. Why don't you apply the same principles Cliff applies. It is a proven work concept that the bin-bags should be outside on the pavement and collected each night.

Since I have returned from Holland, just about everyday your staff leave litter and all sorts of rubbish lying around. Rubbish that has been left behind or spilt after collection of bin-bags. They simply walk past or tramp over it. What do you do when this occurs? Obviously nothing. Why do you just accept that a little trash lying around is 'okay'? I find myself constantly picking up scraps of rubbish, and yet it's not my job. The solution Mr. Frost lies with one of acts within the Basic Conditions of Employment Act (BCEA). If your staff do not

listen to your orders, and do not adhere to the BCEA Code of Good Practice, then they are in breach of their employment contract and you are entitled to give them a written warning. And after issuing 3 written warnings the ACT prescribes that you are entitled to dismiss errant workers. Mr. Frost if you had issued your errant workers a written warning, you may have found that they worked 100 times better futuristically. The problem is that you did not warn them, you did not issue any written warnings, and that explains their blasé attitude. You have missed numerous opportunities to issue written warnings in the past, and continue to do so in the present and in the future. It boils down to supervision. Obviously there has been no supervision from management. (You) However, if you claim that you have issued written warnings, please email copies to me.

Currently there appears to be a new evil raising its head, and that is an infestation of cockroaches. This is indicative of how badly the area is maintained. Mr. Frost this is a major health issue and if I don't see any improvement, I shall personally carry the bin-bags over to your Block (the Big Block) and leave them by the lift entrance. Most of the junk is from the big block anyway. If that does not motivate any action to improve the situation, I shall then carry the next bunch of bin-bags and dump them outside your apartment door.

c) Please confirm what has transpired from your 'investigation' regarding the drunk gardener situation as this is a matter of great concern! The fact that you have not come forth with any details is ludicrous to say the least. I demand that you let me know what action you have taken in this regard, and request copies of any written warnings or written notice of 'Termination-of-service'.

d) What protocols are in place to ensure that visitors/ tradesmen/ owners/ tenants etc., etc., are complying with Covid-19 safety procedures? Do you have somebody monitoring compliance at the entrance of our small block? Do you have somebody monitoring compliance at the large block? We need to know. How about introducing a visitor's book, whereby any visitors to both residential blocks must at least record their name and contact number so that in the event of a Covid-19 emergency, a typical example being when people have been in contact with infected people ... they can be traced back.

e) The whole idea of having a Body Corporate to run the administration of a residential building is to provide a service to all owners and tenants where they can voice their ideas, concerns, frustrations, grievances and complaints. Owners and tenants need to have access to the Body Corporate. That is the role of the Body Corporate ... to serve the owners and tenants. It is not just about collecting the 'levies'. Access is vital to ensure that all concerns are adequately addressed. Mr. Frost in this department you have failed miserably. Currently I do not have 'access' to the Body Corporate. I do not have 'access' to you. Access is a two-way street. I bounce the ball, and you need to bounce it back. The minute you do not respond to a resident's concern, (like in my case recorded herein) you have broken the trust. You have prevented the two-way communication to flow. i.e. by doing so you have 'Blocked-The-Access'. You have failed in your duties to owners and tenants.

f) Please give me a date when you are going to act to resolve all these issues I have lodged. I need to know approximate dates when I can expect these items to be resolved, on a point-by-point basis. Time is fleeting and nothing has been done since my first email landed in your in-box. I demand a commitment from you, from the Body Corporate. If I don't hear

from you, I will have no alternative but to lodge a report to the Ombudsman, and if no results come from that, I will personally institute legal action against you and the Body Corporate.

g) Rest assured that I intend to have this email thread printed out and posted at the entrance foyer of both residential blocks so that the residents can ascertain for themselves how badly the maintenance has been neglected, and how badly the Body Corporate Trustees handle the concerns of their residents, both owners and tenants. So far (to date) I can describe my dealings with you as ... Flogging A Dead Horse! Obviously that means ... all efforts are a complete waste of time as there will be no outcome. A similar idiom is the "Dead Horse Theory" which is the tribal wisdom of the Indians, passed on from generation to generation: When you discover that you are riding a dead horse, the best strategy is to dismount! Dealing with you Mr. Frost is how I feel. I feel I am flogging a dead horse! Additionally, the "Dead Horse Theory" also applies to this case. Please refer to the cartoon attachment which lists a whole lot of problems associated with the "Dead Horse Theory", each of which applies to how my situation has been handled.

h) I believe that there have been several instances whereby residents have approached you and verbally lodged a complaint about some issue or other, and your reaction to that was to fob them off, simply by telling them that "you don't respond or deal with any matter unless it has been put in writing". That is a blatant lie. Why ... well I have been communicating with you via email (that's in 'writing') and you have not responded nor reverted back to me! My concerns have been put to you in 'writing'. Have you dealt with them, or responded accordingly? No! You're a blatant liar! You do not respond to resident's concerns whether verbally uttered or lodged in writing. The truth of the matter is that you are a Trustee that cannot be trusted. That is why you should not be nominated as a Trustee in the next AGM. If you had any brains or decency, you should just step-down and resign. In fact as soon as I have the other Trustees' email address I shall write to them demanding that your services must be terminated with immediate effect.

i) Kindly note that in the event that I am overseas/ abroad in Holland, or anywhere else out of South Africa during voting dates, I nominate Mr. Jean L R Hughes as my proxy to vote in my absence!

j) Please email me a list of email addresses of all the Body Corporate members and Trustees emails addresses!

Mr. Frost ... please don't fob me off again.
I eagerly look forward to your reply.

Regards

Al Stanford-Smyth