



Pearl Valley HOA - Shuttle Bus Service - FAQ

The launch of the HOA's new shuttle bus service at the beginning of this week has certainly generated a great deal of interest and comment within the Pearl Valley community!

Here is a list of frequently asked questions and answers which we trust will address the key issues:

Q. Who is the bus service for?

A. The service is provided by the HOA and is intended for the convenience of residents' domestic staff, some of whom need to walk long distances from the Estate entrance to their place of work. It is not for the use of contractors or employees of service providers operating on the Estate.

Q. Why has this service been introduced?

A. The HOA has received many requests over the years to introduce an internal transport service for residents' domestic staff. Whilst some residents drive to the main gate to fetch their staff themselves, others are not able to, and many domestic workers are required to walk long distances to get to work, often in extreme weather conditions. In some instances, this leads to people taking short-cuts across the golf course which can interfere with play and also runs the risk of serious injury.

Q. Is it compulsory for people to use the bus service?

A. No. Use of the bus service is entirely voluntary. Residents may still fetch their employees themselves and people who do not want to use the bus for any reason are free to walk to their place of work as long as they do not walk on the golf course.

Q. What is the fee to use the bus?

A. The bus service is being provided free of charge during the initial three-month trial period.

Q. What does the trial period involve?

A. The HOA will monitor usage, test alternative routes and time schedules, and assess different options for potential user tariffs in the future. Any changes will be communicated to residents and users in advance.

Q. What are the bus routes and where are the bus stops?

A. The bus routes and stops can be viewed [here](#).

Q. Why can't passengers be picked up and dropped off at their place of work? Some people still have to walk up to 300m to the nearest bus stop.

A. Unfortunately, it's not practically possible to drop everyone off at individual locations.

Trips would take too long, and a large number of people need to be transported within a limited period of time. The bus stops have been carefully identified to try to provide the most suitable points throughout the Estate but, as mentioned above, these are being monitored and are subject to change.

Q. Most domestic workers start work at around 8:00 AM. Using the bus service is now causing them to arrive late for work. What can the HOA do about this?

A. The “rush hour” problem was always going to be a challenge due to the number of people needing to be transported. Our two buses each take 30 minutes to complete one return trip on their respective routes. Four trips are currently offered on each route in the mornings and eight return trips in the afternoons. We hope that residents and their employees may be able to find some flexibility in order to take advantage of the service.

Q. How can I submit a question or suggestion to improve the service?

A. The HOA welcomes all feedback and positive suggestions for improvements. Please communicate with us directly by email to info@pvhoa.co.za. The HOA does not engage on social media platforms and does not use them as a formal means of responding or circulating information to residents.

Kind regards

PV HOA

30 November 2023

Pearl Valley Golf & Country Estate, R301, Wemmershoek Road, Paarl, Cape Town, South Africa 7646,
South Africa, 0218678000

[Unsubscribe](#) [Manage preferences](#)