



**PEARL VALLEY**  
— HOME OWNERS ASSOCIATION —

PEARL VALLEY  
HOA

# WEEKLY NEWSLETTER

## WATER MANAGEMENT & BILLING ON THE ESTATE

From time to time Estate Management receives enquiries from homeowners regarding their water accounts, particularly in instances of excessive water usage and/or billing. In response to these queries, Management would like to highlight the roles and responsibilities of each party involved:

### *Drakenstein Municipality*

Drakenstein Municipality supplies potable water to the Estate and bills the HOA for the total amount of water delivered.

### *PV HOA*

The HOA manages the entire water function on the Estate, effectively acting as an agent for Drakenstein Municipality. This entails taking on significant risk as the HOA is required to settle the monthly Drakenstein Municipality bulk water account whilst also trying to recoup individual water accounts from residents. It is for this reason that the HOA has adopted a policy of requiring payment of water accounts on presentation of invoices.

The HOA is specifically responsible for:

- paying the bulk water account to Drakenstein Municipality,
- supplying and metering the Estate's total water consumption via the respective 'children' meters,
- metering and calculating individual homeowners' monthly water usage,
- calculating and producing individual water bills for homeowners, and finally
- collecting payments on accounts sent.

### *Voltano*

Voltano's sole purpose is to assist homeowners with technical support. Several years ago, smart water meters were installed across the Estate. These meters enable homeowners to easily monitor and manage their water accounts. The smart meters provide homeowners with notifications in respect of slow leaks or burst alarms, as well as the ability for homeowners to log into Voltano's website to track real-time/daily/ monthly consumption.

Voltano's ClientApp is a quick and simple application that allows homeowners to check their consumption, report water leaks, and viewing account balances. For more information on how the app works, please contact Voltano's Call Centre on 086 186 5826 and ask for Amanda Maree.

### *Residents*

Residents are responsible for managing their water consumption and paying their water accounts.

If homeowners need any further information regarding their water statement and/or account, please do not hesitate to get in touch with Clyde Constable ([debtors@pearlvalley.co.za](mailto:debtors@pearlvalley.co.za)) of the Pearl Valley HOA finance office.

## PAYMENT OF LEVIES AT THE GOLF SHOP

Kindly note that the Golf Shop is no longer able to accept payments for HOA levies and water accounts. All HOA accounts must be paid directly to the HOA, either by EFT or, preferably, by way of authorised debit order. The HOA's banking details and a debit order instruction form are attached below.

[Download HOA's debit order instruction form & banking details here](#)

## A MESSAGE FROM VAL DE VIE REGARDING THE GUEST SYSTEM UPGRADE

The Val de Vie guest system upgrade has been a success. All resident accounts have been transferred to the upgraded system. If you previously used the Val de Vie App, the upgrade will be seamless and not affect your code generation capabilities.

If the SMS method was used, please follow the following steps to ensure you can generate codes on the Val de Vie App.

1. Log into the Hello Web Portal:  
<https://security.valdevie.co.za:130/hello>
2. Click on *Forgot Password* (if you are unsure of your account password)

3. A password reset token will be sent to your registered email address
4. Click on the token link to reset your password
5. Open the Val de Vie App on your mobile device
6. Click on the My Visitors tile
7. The Application will ask if you possess a Guest account, please confirm 'yes'
8. Continue to enter your password for the Hello Guest account
9. Refresh the app after the password has been entered by navigating to the Home screen and using the three small lines on the top left corner

If you have any difficulties with the process above, please get in touch with the HOA office for assistance.

## DISCOVERY VITALITY DAY

Corné Steenkamp Biokineticists hosts days where Discovery Vitality members can complete all of their tests in under 90 minutes.

The aim is that members upgrade their status during a short period of time.

A timetable is set up so that members can speak to the biokineticist, dietitian, and professional nurse conducting blood tests.

**Date:** 17 August 2022

**Venue:** Val de Vie Estate Sports & Leisure Centre

Bookings are essential.

+ 27 79 523 5875  
gym@valdevie.co.za



[Download Discovery Vitality Day invite here](#)

## BACKS RESTAURANT AND DELI AT PEARL VALLEY

Even more reason to visit Backs Restaurant and Deli on our Estate - they've just launched their new bistro lunch menu, which features delicious dishes for under R100.

Trading hours

- Mondays to Saturdays from 08:00 - 20:00
- Sundays from 08:00 - 15:00

+27 21 300 6992

hello@backs.co.za



[Click here to view the new lunch menu](#)

## CAMELOT SPA AT PEARL VALLEY

*Bellabaci SOS Repair Ointment*, infused with CBD, provides relief on the spot by applying it to the area of discomfort to quickly reduce inflammation, swelling, and pain.

They also offer a CBD Wellness Journey - click on the button below to read more about the offering.

For more information or to schedule an appointment, pop in for a visit, or contact them directly at:



CAMELOT SPA<sup>®</sup>  
VAL DE VIE

+ 27 21 867 8001 / WhatsApp +27 66 354 0093

valdeviemanager@camelotspa.co.za

[View Camelot Spa's CBD Wellness Journey Offering here](#)

## THE VALLEY RESTAURANT

### ITALIAN NIGHTS

Every Tuesday evening

Enjoy any special & receive a complimentary dessert

Time: 17:30 - 20:30

Venue: Pearl Valley Signature Lounge

### CURRY NIGHTS

Every Wednesday evening

A curry with complimentary 500ml Stella Beer

Time: 17:30 - 20:30

Venue: Pearl Valley Signature Lounge

+ 27 21 867 8000 / WhatsApp +27 71 644 6743

The Signature Lounge is reserved for a private function on Saturday, 23 July 2022.

[To make an email reservation, please click here](#)



## WALKING, JOGGING AND CYCLING ON THE GOLF COURSE

The HOA has received reports of residents walking, jogging, and even cycling on the Golf Course fairways.

In accordance with clauses 16.2 and 18 of the Estate Rules, residents are requested to limit their walking, running, and cycling activities on the Golf Course to before 07h00 and after 19h00, and to remain on the designated paths at all times, in order to avoid damage to the Golf Course and reduce the risk of injury.

A friendly reminder that a copy of the Estate Rules is available from our Compliance Officer at [compliance@pvhoa.co.za](mailto:compliance@pvhoa.co.za).

## PAARL JUNIOR OPEN RESULTS

Congratulations to Pearl Valley Academy player Dylan Kayne won the Paarl Junior Open this past weekend.

Dylan shot a 2 under par, 70 to win by 6 shots.

We are proud of your amazing performance, Dylan!



## INTER SCHOOLS COMING UP

Pearl Valley Golf Estate will be hosting the Paarl Boys vs Paarl Gim Inter Schools Golf on Monday, 25 July 2022.

The tee off times will be from 10h10 onwards.

We welcome everyone to come and support the players!



## PEARL VALLEY CONTACT DETAILS

### PEARL VALLEY HOA

☎ 021 867 8000

✉ [info@pvhoa.co.za](mailto:info@pvhoa.co.za)

### SECURITY

☎ Security Control Room - 021 867 1201

☎ Val de Vie Main Gate - 021 867 6110/6138

☎ Pearl Valley Main Gate - 021 867 3266

☎ Berg River Gate - 021 863 6102/6101

Pearl Valley Golf & Country Estate, R301, Wemmershoek Road, Paarl, Cape Town, South Africa 7646,  
South Africa, 0836564458

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