

**HADCA  
FREQUENTLY ASKED QUESTIONS**

**ELIZABETH GARDENS**

**COTTAGES  
MIDMAR GARDENS**

**HAYFIELDS GARDENS**

**1. How do I apply for accommodation in your organization?**

You need to pay a visit to the Hadca Head Office, complete a Hadca membership form (if you are not already a Hadca member), then complete a 'waiting list' form. There is a nominal annual fee payable once you are on the waiting list, and you will be invoiced annually.(Please see note below\*\*\*) Our waiting lists are very long (approximately 10 years) and there are NO short cuts. The selection process is very fair, and follows strict guidelines that have been laid down to ensure that no-one is overlooked when a cottage becomes available. Once your name is at the top of the list, you will be offered a cottage when one becomes available. If you are not yet ready for one, you may decline. You will remain at the same place on the waiting list - you will NOT be moved to the bottom! However, you will not be offered a cottage for a period of time - this period of time can change, so make sure you find out from head office how long your waiting period will be extended by **\*\*\*Please note - it is essential that you pay your annual waiting list promptly each year, in order that our records are kept up to date. Should your fee remain unpaid, despite reminders, your name WILL be removed from the list, and you will have to re-apply.**

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**2. Do I own my unit?**

You have purchased the life rights to your cottage - the right to live there for your/your partner's lifetime. Ownership of the cottage is retained by Hadca. When you leave, you are paid out according to your contract signed at the time you take occupation. It is very important that you understand the 'life-right' concept - you have NOT purchased the unit. You have bought into the Hadca concept which only begins with the retirement villages. Cottage residents enjoy a reduced rate when the time comes for them to move to Greendale.

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**3. Are the cottage endowment prices market-related?**

No they are not. The cottages are owned by Hadca who sets the endowment prices annually when the budget is prepared. The cottage prices are kept as low as possible in order to be affordable to all members of the community. Please remember you are purchasing the LIFE RIGHT not the property, and as such it is highly unrealistic to expect the cottages to be sold for anything like the equivalent in town or one of the surrounding retirement villages, where the properties are sectional title. It is important to understand that Hadca is not a property developer; we are a non-profit organisation, and any surplus funds are used to subsidise the frail care facilities. By buying into the life rights system you are ensuring that your future frail care needs are taken care of, and that is our responsibility.

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**4. Am I allowed to bring my pet?**

You may bring one pet with you when you take occupation of your cottage. It is important that it is well trained, and not a nuisance to other residents. The residents' committee reserves the right to request that your pet be removed should it prove to be a nuisance to other residents. The pet may only be replaced with the permission of the residents' committee. NB - Cats - cats cannot be replaced.

You may bring two pets with you when you take occupation of your cottage. It is important that they are well trained, and not a nuisance to other residents. The residents' committee reserves the right to request that your pet/s be removed should they prove to be a nuisance to other residents. The pets may only be replaced with the permission of the residents' committee. NB - Cats - cats cannot be replaced.

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**5. Is there a garage for my car?**

Each cottage is allocated one garage or carport. As parking is at a premium in the village, only 1 car per cottage is allowed on the premises. If you wish to keep a second car, it must be garaged off Hadca property. Please do not use the visitors' parking.

Each cottage has one garage which adjoins the cottage. There is space for a second vehicle to park in the driveway in front of the garage door. Please do not use the visitors' parking.

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**6. What happens when the time comes for me to leave my cottage for whatever reason?**

You need to give notice as required in your contract. You are responsible for the levies for the duration of the notice period and until the cottage has been emptied and the keys handed in at Greendale or Head Office. A Hadca staff member will take closing readings of all utilities and you will be billed for the consumption up to the time you hand the keys over. The endowment proceeds will be repaid in accordance with your contract.

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**7. What happens to the proceeds from my endowment, should I move from my cottage?**

<p>If you move to the Cloisters, Hadca retains a portion of the proceeds due to you (calculated according to your contract), and pays you out the balance. The amount retained is held as an interest-free loan which then entitles you to a discounted rental at the Cloisters. (Available only to cottage residents). Should you then move from the Cloisters to one of the frail care centres, the interest-free loan is repaid to you or your estate, subject to provisions in your contract.</p>	<p>If you move to the Cloisters, Hadca retains a portion of the proceeds due to you (calculated according to your contract), and pays you out the balance. The amount retained is held as an interest-free loan which then entitles you to a discounted rental at the Cloisters. (Available only to cottage residents). Should you then move from the Cloisters to one of the frail care centres, the interest-free loan is repaid to you or your estate, subject to provisions in your contract.</p>	<p>If you move to the Cloisters, Hadca retains a portion of the proceeds due to you (calculated according to your contract), and pays you out the balance. The amount retained is held as an interest-free loan which then entitles you to a discounted rental at the Cloisters. (Available only to cottage residents). Should you then move from the Cloisters to one of the frail care centres, the interest-free loan is repaid to you or your estate, subject to provisions in your contract.</p>
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**8. If I decide that the cottage I am living in is not suitable, can I apply for another cottage within the village?**

<p>It is not Hadca policy to allow residents to move cottages. We have no control over which cottage becomes available at any given time, and when you are offered a cottage you are taken to see it, and it goes without saying that you must give careful consideration to everything that the cottage offers (and does not offer) before accepting it. You are permitted to make certain changes to the cottage, (subject to approval from the Residents' Committee and Hadca) and these changes would be for your own cost, and <b>are not refundable when you leave</b>. Remember, as mentioned above, should you decide that the cottage offered does not suit you, you may refuse it, and you will NOT be moved to the bottom of the waiting list, but you will also not offered another cottage for the prescribed number of years.</p>	<p>It is not Hadca policy to allow residents to move cottages. We have no control over which cottage becomes available at any given time, and when you are offered a cottage you are taken to see it, and it goes without saying that you must give careful consideration to everything that the cottage offers (and does not offer) before accepting it. You are permitted to make certain changes to the cottage, (subject to approval from the Residents' Committee and Hadca) and these changes would be for your own cost, and <b>are not refundable when you leave</b>. Remember, as mentioned above, should you decide that the cottage offered does not suit you, you may refuse it, and you will NOT be moved to the bottom of the waiting list, but you will also not offered another cottage for the prescribed number of years.</p>	<p>It is not Hadca policy to allow residents to move cottages. We have no control over which cottage becomes available at any given time, and when you are offered a cottage you are taken to see it, and it goes without saying that you must give careful consideration to everything that the cottage offers (and does not offer) before accepting it. You are permitted to make certain changes to the cottage, (subject to approval from the Residents' Committee and Hadca) and these changes would be for your own cost, and <b>are not refundable when you leave</b>. Remember, as mentioned above, should you decide that the cottage offered does not suit you, you may refuse it, and you will NOT be moved to the bottom of the waiting list, but you will also not offered another cottage for the prescribed number of years.</p>
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**9. Who maintains my cottage?**

The Management Association is responsible for the general maintenance and upkeep of the outside of your cottage. You, the resident, are responsible for maintaining the interior. Should the geyser require replacement, this will be undertaken and financed by the Management Association.

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**10. Who do I contact should something in my cottage require attention?**

if you have a maintenance problem, there is a maintenance request book at reception in Greendale House. Complete the request form and your problem will be addressed. The maintenance manager reserves the right to decline work and refer it to a contractor, the cost of which will be borne by the resident.

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**11. Who looks after my garden?**

Hadca retains the services of a garden service who maintains the grass area. They are also responsible for the common ground between cottage. The area immediately surrounding your cottage is yours to do with as you will. (Consult your rule book for more details regarding measurements). Should you wish to plant any trees, however, permission must be sought from the Residents' Committee. If you are unable to maintain your garden, please advise the Residents' Committee and the garden service will remove unnecessary plants and keep it tidy for you. Should you have a special request for the garden service complete a request in the book provided at Greendale reception. For more details refer to your village rules

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**12. What nursing care am I entitled to?**

A clinic sister is available to village residents. For further information enquire at Greendale reception. You can have your blood pressure, cholesterol etc checked and also have any injections administered at any of the designated clinics. Although she does do home visits, she is not able to conduct any of the above outside of the clinic. For clinic times enquire at Greendale reception

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***13. But what happens if I need medical attention?***

In the case of an emergency, contact your doctor or go to the local hospital. If you are unable to move, phone the ambulance service. (You are given these contact details on moving into the cottage) Hadca retains the services of ER24 and they will collect you and take you to the local hospital. Please note that the ambulance charge TO hospital is free; a return trip home would be for your own account. Please also note that should your medical aid include an ambulance service, they will be responsible for the cost of transporting you to the hospital. It is a good idea to have all emergency numbers prominently displayed in your home. It is important to note that our Frail Care staff are unable to attend to cottage residents in their cottages - by the very nature of their work they cannot leave their posts.

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***14. What are my financial responsibilities with regard to fees, should I be sent to Frail Care for respite, leaving my unit unoccupied?***

No concession is made on your levy - you are required to meet your cottage financial commitments as usual, and are billed separately at a reduced rate which is calculated daily, for your time spent in Frail Care. Depending on your contract, you may be eligible for 14 free nights respite care, per cottage per annum.

According to your contract, you are entitled to 14 free nights of respite care, per cottage, per annum. Should your stay in respite exceed 14 nights, you will be billed separately on a daily basis for the excess, at a reduced rate. No concession is made on your levy - you are required to meet your cottage financial commitments as usual.

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***15. Am I obliged to inform management if I am going away for a period of time?***

You are not obliged to, but as a courtesy we request that you inform a neighbour, and also Greendale House and/or Head Office. The reason for this is that we do sometimes get calls from worried friends/family who cannot get hold of the resident, so it helps if we are able to set their minds at rest.

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***16. Am I permitted to have visitors stay over?***

Yes you can have visitors to stay. For more details refer to your rule book

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**17. Can I have meals (MOW) delivered to my cottage?**

Hadca operates a Meals On Wheels (MOW) service, and you can make arrangements at Greendale reception if you wish to take advantage of this service.; however due to staff and time constraints this service is only available to ill/frail residents, or those recovering from surgery. Arrangements need to be made with the Social Worker or Greendale reception and must be made 24 hours in advance. There is also a diningroom at the Greendale complex where you can have your lunch. Please note that MOW is only available Monday to Friday.

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**18. What other services are on offer to residents?**

We offer a regular transport service to the Howick village, departing at 9.00am and returning at 10.30am. Enquire at Greendale reception about the booking conditions. There is also a shuttle bus service every week between Greendale House and the Liberty Midlands Mall. The bus departs Greendale House at 9.00am and leaves the mall at 12.00 noon. There is no cost for either of these services, however booking (at Greendale House) is essential. Please note that these services are not available on public holidays. Note that the Mall bus is operated by the Mall and Hadca has no control over its schedules

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We have a hairdresser who works from Greendale House twice a week. Bookings can be made at Greendale reception

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The library at Greendale House is open twice a week, for more details enquire at Greendale reception

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There is a chapel in the Mews complex which is available to all Hadca residents and their families. For details of services, please enquire at Greendale reception

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***19. If I improve my unit with fixtures such as an airconditioner, ceiling fan etc, can I remove them when I leave?***

You may instal fixtures in your cottage, once prior approval has been given by the Chairman of the Residents' committee. Note - maintenance of these fixtures is for your own account. You may remove these provided you make good any damage to the walls/ceiling. Once the keys have been handed in to Hadca, all fittings revert to Hadca

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***20. Can I make structural changes to my cottage?***

You can make certain changes to your cottage subject to prior approval by the Residents' Committee. Please be aware that any improvements made by you are for your own costs and are not refunded to you once you leave your cottage.

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***21. Whose insurance covers these fixtures?***

The resident is responsible for ensuring that the fixtures installed as well as all your furnishings and fittings, are adequately covered by their insurance company. Hadca insures its own assets.

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***Please note these are general guidelines, intended for general information purposes only. Please refer to the rules and regulations that are handed to you when you confirm your intention to move into the Hadca residential complex and also refer to your contract.***