

COTTAGES

ELIZABETH GARDENS

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 (a once off fee of R200 per person) and a 'waiting list' application form (a once off fee of R500 per application). Our waiting lists are very long 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. If you are offered a cottage, 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 again for the prescribed number of years. (Please note the Elizabeth Gardens waiting list is closed until further notice).

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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 re-endowed for anything like the equivalent in town or one of the surrounding retirement villages, where the properties are purchased under 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?**

If you already have a cat or dog, you may bring it along with you. It is important that it be 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 will be required to erect a fence if not fenced.

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

Each cottage is allocated one garage. 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.

Each cottage is allocated one garage which adjoins the cottage. There is space for a second vehicle to park in the driveway in front of the garage door.

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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. Once the cottage is empty, a HADCA staff member will begin the process of finding a new resident for the cottage. HADCA allows for a maximum of two months for refurbishing the cottage - please note the cottage is completely refurbished; the new resident moves into a 'new' cottage. Please note that all refurbishing costs are funded by HADCA and not by the residents, except as specified in your contract.

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

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. 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.

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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(s)?**

It is not HADCA policy to allow residents to move cottages or villages. 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 these changes would be for your own cost, and are not refundable when you leave. Remember, as mentioned in #1 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 be offered another cottage for the prescribed number of years.

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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. Geyser spares are for the account of the resident. When it comes to outside door handles/locks, repairing doors, the cost is shared 50:50 between the resident and 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 and at the guardhouse. Complete the request form and your problem will be addressed. The maintenance manager reserves the right to decline work, based on the nature of the problem, and refer it to a contractor, the cost of which will be borne by the resident. Please insist on a written quotation prior to any maintenance work being undertaken on your behalf.

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

HADCA retains the services of a garden service who cuts the grass and trims the edges around your unit. They are also responsible for the common ground between cottages. The area immediately surrounding your cottage, up to 4.5m from the roof eaves, is yours to do with as you will. 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 and the guardhouse.

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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 at any of the designated clinics. For clinic times enquire at Greendale reception.

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**13. But what happens if I need medical or other emergencies?**

Residents who live in the village are supplied with a pendant panic button. This is monitored 24hrs a day by a local security company and can be used for any medical, fire or security emergencies. HADCA is contracted to a local ambulance service. 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?**

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. 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. You need to advise the Elizabeth Gardens Residents' Committee should your visitors be staying with you for longer than 10 days. Obviously we expect all visitors to remember that they are in a retirement village, and to obey the rules at all times.

Yes you can have visitors to stay. You need to advise the Midmar Gardens Residents' Committee should your visitors be staying with you for longer than 10 days. Obviously we expect all visitors to remember that they are in a retirement village, and to obey the rules at all times.

Yes you can have visitors to stay. You need to advise the Hayfields Gardens Residents' Committee should your visitors be staying with you for longer than 10 days. Obviously we expect all visitors to remember that they are in a retirement village, and to obey the rules at all times.

**HADCA  
FREQUENTLY ASKED QUESTIONS**

Updated : Mar2022

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

HADCA does not offer a MOW Service. There is however a dining room at the Greendale House complex where you can have your lunch 7 days a week. Meals have to be booked Monday to Friday at Greendale House, at least 24 hours in advance.

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

We offer various transport services - locally to the Howick/Hilton village on Tuesdays, and a shuttle bus service to the Liberty Midlands Mall on Thursdays. There is no cost for either of these services, however, booking is essential. Please note that these services are not available on public holidays. For all relevant information please contact Greendale reception.

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We have a hairdresser who works from Greendale House on Tuesdays and Thursdays, 8.00am till 12.00 noon. Bookings can be made at Greendale reception.

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There is a library at Greendale House. The library is open Tuesdays and Fridays from 2.00 - 4.00pm, excluding public holidays.

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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 install 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/ceilings. 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 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.*