



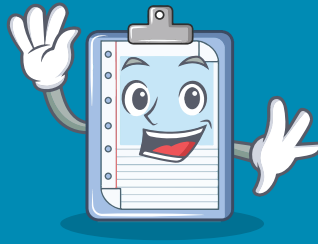
ECHO FOUNDATION
IS AN ORGANISATION
THAT CARES

WE WELCOME YOU INTO THE ECHO
FAMILY AND WE TRUST YOU WILL
HAVE A LONG AND HAPPY STAY
AT YOUR CHOSEN ECHO VILLAGE



RESIDENT HANDBOOK

WELCOME TO ECHO



The Board, Management and Staff of the ECHO Foundation, take this opportunity of welcoming you into our Retirement Village.

This handbook has been put together with the purpose of providing new residents with information that is helpful to your settling into the ECHO village and providing you with answers to some of the commonly asked questions. The handbook is most certainly NOT an exhaustive list of all the information that you may need/questions you may have - for this purpose ECHO has a functional structure created to answer any other questions you may have. This list of contacts is enclosed with your booklet and is updated from time to time - please feel free to reach out to the relevant staff members to assist you.

OUR CORE VALUE

At ECHO we base our service and interactions on the core value of Respect.

“Respect and dignity prevail at all times when interacting with colleagues, residents and residents’ families”.

Should you, at any time, feel that we as management and staff are not living our core values, please feel free to contact us directly at the ECHO Foundations’ head office on tel: (041) 586 0156.

WE TRUST THAT YOU WILL ENJOY THE ECHO LIFESTYLE AND EMBRACE THE OPPORTUNITY OF BECOMING AN ACTIVE MEMBER OF THE ECHO FAMILY!

We wish you health, happiness and contentment in our village.

CEO & MANAGEMENT



CONTENTS OF THIS HANDBOOK

- p.1 **CONTACTS** - Who do I ask about what?
- p.2 **YOUR HOME** - Safety and Security
- p.4 **YOUR HOME** - Use and occupancy of your new home
 - Use of the unit and visitors to the unit
 - Use of parking/garage/carport space
- p.7 **YOUR HOME** - Who is responsible for maintaining what is in my home?
 - Maintenance/upkeep of the property
 - Policy on additions, alterations or renovations to my unit
- p.9 **AROUND MY HOME** - Municipal services
 - Refuse removal
- p.10 **AROUND MY HOME** - Common areas to enjoy
 - Use of common property - some ground rules
 - Use of common property - Swimming pool
- p.12 **AROUND MY HOME** - My garden
- p.13 **AROUND MY HOME** - Our furry friends - Pets
- p.15 **THE ECHO COMMUNITY** - What services are available to me in my village?
- p.17 **THE ECHO COMMUNITY** - What activities are there for me to get involved in?
- p.18 **THE ECHO COMMUNITY** - Safety first in all things - Safety ethos & policy of ECHO
- p.19 **THE ECHO COMMUNITY** - Speaking up - Complaints
- p.21 **CONTRAVENTION OF POLICY AND PENALTIES**

CONTACT

Who do I ask about what?

The ECHO Board has created a functional organisation structure.

Each village has a Supervisor resident on site. The supervisor will probably be one of the first people that you meet on arrival at your village. The supervisor is responsible for, among other things:

- Ensuring that residents living on their own are contacted daily.
- Ensuring that emergency calls are responded to.
- Ordering and arranging meal payments.
- General maintenance of common property.
- Raising job cards for repairs and maintenance
- The general supervision and management of ECHO village employees (eg Gardener/char).

The Village Supervisors hours of duty are:

Monday to Thursday 07h30 to 16h00; Friday 07h30 to 15h00.

(A stand in supervisor is available over weekends).

The village supervisors are also primarily responsible for the supervision of ECHO staff (gardeners, chars) – as such there are set office hours as to when they may be contacted or visited at the village office for payment of meals and reporting of maintenance etc. The office hours are displayed on the office door. *Residents are kindly requested NOT to approach the supervisors after hours for official purposes, except in a personal emergency.*

In case of a personal emergency, press the panic button that you have been provided with (or contact the Village supervisor).

Emergency contact numbers are provided with this booklet and will be revised from time to time.



The Village supervisor reports to ECHO management.

The ECHO Head office is situated at 6 Seymour Street, South End. The CEO and all functional unit heads are based at this location. Functional units are identified as the following:

- Company and Financial Management
- Human Resources Management
- Facilities Management - including maintenance & outsourced services management
- Resident Care Services Management – inclusive of Social and Nursing services.

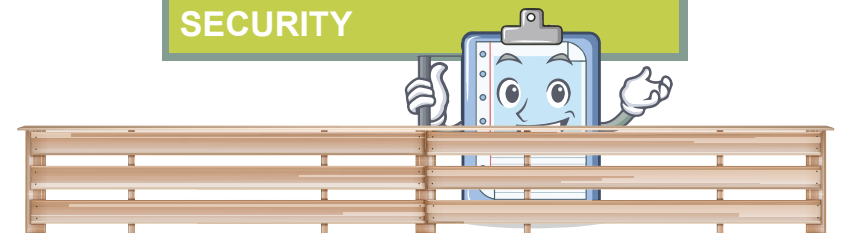
YOUR HOME

Safety and Security

All ECHO Villages are termed secured housing complexes in that the following services are provided with a view to keeping you, our resident, safe:

- All residential units are connected to the village supervisors' office via an emergency call system. (The village supervisor will demonstrate the correct use of this system to you). This system is for emergency use and daily call in ONLY – and is not intended for making/receiving social calls.
- The perimeter of the village (inclusive of entry and exit gates) is monitored via CCTV by an external specialist security company.
- All residents are issued with a Panic alarm button. This button is directly linked to emergency medical services and may also be used to alert emergency services of a fire or intruder in the resident unit. All residents are urged to wear/carry this button with them at all times.
- All residents are issued with a form on which all of your critical personal information is recorded – termed an "Admin 11" form. This form is fixed to the inside of the bedroom door for each occupant of the unit. This form is used by emergency responders and can help to save your life – please make sure that it is updated and remains in place. (Any update to the form to be reported to the village supervisor for amendment and re-issue).

IT IS YOUR RESPONSIBILITY
TO IMPLEMENT BASIC
SECURITY



HOW CAN YOU PLAY YOUR PART IN KEEPING THE VILLAGE SAFE?

Although you are now living in a secured housing complex, personal physical security cannot be guaranteed. IT IS YOUR RESPONSIBILITY TO IMPLEMENT BASIC SECURITY and acquire additional devices to ensure maximum security.

SUCH ACTIONS MAY INCLUDE, BUT NOT BE LIMITED TO, THE FOLLOWING:

- Do NOT leave doors/security doors/pedestrian gates open and unlocked – irrespective of whether you are inside/or not.
- Do NOT admit any unknown persons into/allow them onto village premises.
- Do NOT drive away from a remote-controlled gate until such time as it has closed behind you. Press the panic alarm if any pedestrian slips into an open gate behind/in front of you.
- Report any suspicious person IMMEDIATELY to the village supervisor or press the panic alarm button.
- Ensure that the supervisor has access to your cottage/flat – safety chains to outside doors are not permitted to be installed as it is of the utmost importance for village supervisors to have access to a unit in the event of a personal emergency. The village supervisor has a master key to the front door. Should a resident fit a security gate – it must be ensured that the village supervisor has a key to the security gate (if such item is fitted as a non-standard item).
- Residents should acquaint themselves with the alarm/siren sounds that will be set off in the case of a fire and/or in the case of residents being alerted to an intruder to the complex. (The village supervisor will provide advice of the signals). Residents are to participate in fire drills – please ensure that you are familiar with the evacuation procedures applicable to your village.
- Under NO circumstances may gate codes be given, or remotes and/or access control discs be made available or copied and provided to non-residents or staff of residents.

The ECHO Foundation encourages residents to install a security alarm in their individual dwelling/unit (if one is not already fitted). Armed response service providers are limited to the approved security response team – as other outside armed response will not be effective as they would have to go through an enrolment process each time they enter the village. Enquiries for approved installers may be made via the facilities management team at head office.

Some further tips on resident safety:

- Do not go for walks after sunset/before sunrise or walk in an isolated/unfrequented place.
- Do not allow any “repair/workmen” into your cottage/flat unless their presence has been verified with the village supervisor (all workmen are required to be clearly identifiable and will be required to sign in via the supervisors office).
- Similarly – do not allow any persons purporting to be from the Municipality/telephone company etc into your cottage/flat unless you have been informed of this by the supervisor and they have produced/wear official identification confirming who they represent.

YOUR HOME

Use and occupancy of your new home

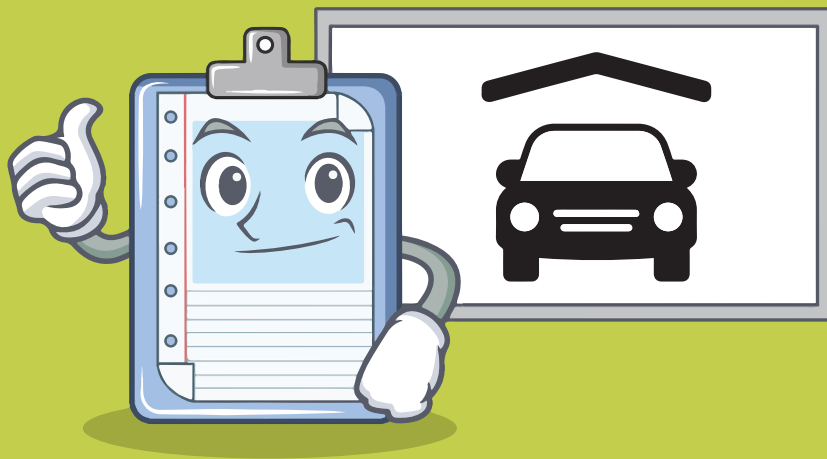
USE OF THE UNIT & VISITORS TO THE UNIT

- Residential units are intended to be used primarily for residential purposes. The operation of any form of business from the residential unit is to be declared on application to ECHO and thereafter by application to Resident Care Manager (ECHO) as this may compromise the safety & security of other residents.
- No auction or jumble sales may be held in any unit or on the common property.
- No door-to-door canvassing and/or selling is permitted.
- The number of persons who may reside in any unit at any one time shall not exceed two (2) – of which the youngest may not be below the age of 50 years.
- Out of town visitors, who reside in South Africa, may (by prior approval) spend the holidays with the resident. The resident must inform ECHO Foundation in the event of the stay being extended – ie a stay exceeding the approved prior or 3 weeks within a twelve month cycle.
- Visitors from overseas may stay up to a maximum of three (3) months in a twelve (12) month cycle – subject to the village supervisor being advised in advance of such visit.
- Local grandchildren (18 years and younger) may sleep over with the resident. Children are not allowed to run around the grounds and must always be under adult supervision.
- In the event of a social crises of a direct family member, the resident must contact Social services with a written request stating the nature of the crises and the request for an extended visit. Social services will evaluate the request and a maximum of a three (3) month stay (within a 12 month cycle) may be granted with the resident(s).
- Residents may not sublet accommodation (inclusive of any garage space), neither may residents take in any boarders.
- Residents must inform the village supervisor should they be absent from their unit for any time period. The resident must provide the village supervisor with the date of departure and planned and actual date of return.
- Visitors and/or family members may NOT stay in the residents' unit while they are away. Visitors and/or family members may stay in a residents' unit whilst the resident is in hospital.



USE OF PARKING / GARAGE / CARPORT SPACE

- Residents are allocated parking bays/garages for their exclusive use. A parking area may ONLY be used for the purpose of parking a motor vehicle (owned or rented by the resident) and no other object/vehicle may be placed or stored in the allocated or rented parking area.
- A resident may authorise their visitors to park their motor vehicle in their exclusive use area/parking bay for the limited duration of the visit.
- A motor vehicle may not be covered by a protective cover in any parking area.
- No resident may park or stand a motor vehicle, trailer, caravan or other vehicle on the grass or the common property (unless written consent has been provided by ECHO Foundation).
- Residents may not park their vehicles in the parking bays allocated to visitors (unless by application and written consent of the Foundation).
- Parking bays allocated to visitors may be utilised by the visitors of residents'; contractors and employees of the foundation. Such persons may temporarily park their vehicles in the visitors parking bays (if available) on the common property, subject to conditions imposed by the foundation.
- The parking bays which are reserved for disabled persons may ONLY be used by disabled persons.
- No motor vehicle may be parked in a manner which obstructs the movement of emergency vehicles, pedestrians or other vehicles on the common property or which impedes the use of another parking area.



- Residents shall ensure that their motor vehicles, and the motor vehicles of their visitors, do not drip oil or brake fluid onto any parking area or any part of the common property (or in any way deface the common property). The resident of the unit will be held responsible for the cost of proper removal, and any repair to any area whereon oil, petrol, diesel or brake fluid spilt onto the parking area or on a part of the common property.

- No resident shall be permitted to dismantle or effect repairs to any motor vehicle in any parking area, in any unit or on any part of the common property.

- ECHO Foundation may cause any motor vehicle, which is parked, standing or abandoned on the common property contrary to this policy or without the written consent of the foundation, to be removed or towed away or the wheels of the motor vehicle clamped. The foundation may determine the release fee which is to be paid for the release of the motor vehicle, and any other charge which is to be paid to recover the costs of the process.

- **SLEEPING IN MOTOR VEHICLES:** No person may sleep or reside in any motor vehicle in any parking area or in any part of the common property.

- **WASHING OF MOTOR VEHICLES:** Motor vehicles may only be washed in the residents' allocated parking bay.

- **SPEED LIMIT:**
Motor vehicles may not travel speeds in excess of 20 kilometres per hour on any part of the common property. Residents are required to adhere to the speed limit and shall keep proper lookout for other motor vehicles and pedestrians when driving their motor vehicles on common property/within the village.

- **LICENSED DRIVERS:**
No person may drive a motor vehicle on any part of the common property, in a manner which is considered as dangerous, reckless or negligent. No motor vehicle may be driven on the common property by any person who does not possess a valid drivers' license.

- **NUISANCE:**
No resident/visitor to residents, shall use their motor vehicle in such a manner which causes a nuisance to other residents. Examples of such behaviour being particularly with regard to vehicle radios and hooting. No vehicle radio may be heard outside the motor vehicle and hooters of motor vehicles should only be sounded in the event of an immediate and imminent danger or in an emergency. Motor vehicles may not be driven on the common property with the head lights on bright.

YOUR HOME

Who is responsible for maintaining what is in my home?

MAINTENANCE / UPKEEP OF THE PROPERTY:

The Foundation's maintenance department undertakes general maintenance of the standard unit/dwelling and common property. Please report repairs and maintenance repairs to your supervisor who will issue you with a job card number. The maintenance system in place includes a priority ranking system according to the urgency of the work – as such, some items may be placed as lower ranking and take a little longer to fix. Should you wish to follow up on the item you reported, please do so using the job card number issued to you on reporting the fault.



It is the policy of the Foundation to do ongoing preventative maintenance, necessary maintenance may sometimes be missed or not identified – please report this to the supervisor.

The ECHO Foundation maintenance division shall ensure that the unit is maintained to a good state of repair (inclusive of pipes, wires, cables and ducts in the unit).

Note: The Foundation has the right to inspect structures/infra-structure from time to time to ensure that the buildings are in good condition and repair and to ensure compliance with general building and safety legislation (fire and health).

The resident is responsible for keeping his/her unit free of pests eg rats, mice, lice, cockroaches, white ants, borer beetle and any other wood destroying insects.

YOUR HOME

Policy on additions, alterations or renovations to my unit

SPECIFIC RESTRICTIONS REGARDING ALTERATIONS TO THE EXISTING UNIT

- Specific to note is that a resident may not mark, paint, drive nails or screws (or the like) into, or otherwise damage, or alter ANY part of the common property OR the exterior of a building/unit without first obtaining the written consent of the Foundation.
- A resident shall not construct or erect any water tanks / water purification system, radio/television aerial, satellite dish, communication equipment, glass panel/panel for a solar geyser, solar heating system, blind shade cover, air conditioner, canopy, awning or any other attachment, addition or device to or on any part of the common property or any part of the exterior of a building – including a terrace, balcony, yard or garden without the written consent of the Foundation and their approval of the nature, design, the manner and place of installation of the attachment, addition or device.

It is suggested that Residents read this section with reference to the detailed Policy on renovations, alterations and additions which is retained at the Village supervisors office or alternately is available from the Maintenance/facilities division of ECHO (head office).

In summary, should a resident wish to propose renovations, additions or alterations – he/she is required to apply in writing to the head of Facilities. This application will be assessed by the Maintenance Manager and, per ECHO policy and procedure, either declined or approved. The application to the Foundation should be accompanied by sufficient plans and specifications that explain the nature, design, shape, size, material, colours and place of installation of the proposed alteration, attachment, addition or device. The Foundation retains the right to grant consent or refuse such consent, in which case the Foundation must give reasons for their refusal. The Foundation may attach reasonable conditions to their consent.

Should the application / proposal be successful, the resident will be guided through the process of works. **The following key points relating to the policy must be noted:**

- Only ECHO approved contractors will be permitted to carry out work on ECHO sites.
- If outside of the standard ECHO specification, the account will be for the resident, and directly payable to the approved contractor. The maintenance and upkeep of the alteration, addition or improvement will be for the residents' account.
- The Facilities/maintenance manager will assist with the appointment of an ECHO approved contractor and will provide advice in respect of the quotation.
- Payment for the work to be undertaken will be made directly by the Resident to the Contractor; the payment will not be recorded to the foundations' financial records.
- Improvements to buildings, including, but not limited to security gates, awnings, DSTV dishes, built-in cupboards, built-in hobs, carpets, carports, trellis-doors etc may NOT be removed on vacating a cottage or flat as these are considered permanent fixtures. The resident will not be entitled to claim any compensation for the improvements made to the unit.
- Please note that shade cloth is strictly prohibited unless by specific written consent of the Maintenance manager.
- The resident is responsible to maintain and repair the alterations, attachments, additions or devices in respect of his unit/or the common property in a state of good repair, at his/her own expense.
- If the resident fails to repair and maintain the alterations, attachments, additions or devices in a state of good repair and any such failure persists for a period of 30 (thirty) days after written notice given by the foundation – the foundation shall be entitled to remedy the residents' failure and to recover the reasonable cost thereof from such resident. This provision is also binding upon a residents' successor/s in title. Any unauthorised improvements, alterations, additions or renovations may result in removal at the Foundations discretion.

AROUND MY HOME

Municipal services

REFUSE REMOVAL

ECHO Foundation makes available, for your convenience – 2 different refuse removal services ie garden refuse and general waste/household refuse. Please take note of the areas marked for such removal within your village and place appropriate refuse neatly in demarcated areas.

Large household items such as furniture are not to be placed in the garden refuse or general refuse areas, but are to be removed by the resident to the appropriate municipal refuse/tip areas.



It is considered the obligation of the resident to:

- Maintain in a hygienic and dry condition, a refuse bin within the unit or on such part of the common property as may be authorised by the foundation in writing;
- For the purpose of having refuse removed, place the refuse bags in the refuse bins in the refuse area as may be directed by the foundation;
- Ensure that refuse is securely wrapped in suitable, strong, refuse bags and, in the case of tins or other containers, ensure that they are completely drained before being deposited into a refuse bin in the refuse area; and
- Support any recycling initiative that may be introduced by the Foundation, by placing all recyclable refuse in the containers that may be provided for this purpose.
- NO refuse bags or refuse bins may be placed or left on the common property contrary to this clause.

AROUND MY HOME

Common areas to enjoy

THE GARDENS, COMMON PROPERTY & SWIMMING POOLS

ECHO Foundation believes that part of the joy and contentment of being resident in one of our villages is to be found in the enjoyment of the common property areas and facilities that are made available to our residents. Such areas include the gardens and use of the amenities available in your specific village eg the swimming pool or entertainment area/s.

Key to enjoying these areas are a few fundamental “ground rules”:

- A resident or their visitor/s shall use and enjoy the common property and the common amenities in such a manner so as not to unreasonably interfere with the use and enjoyment thereof by other residents
- No resident shall utilise any part of the common property for his/her sole personal use.
- No resident shall place any sign, notice, billboard or advertisement of any kind on any part of the common property or on a cottage/unit (unless with specific written consent of the Foundation).
- No animal, poultry or any living thing may be slaughtered in any unit or part of the common property.
- No smoking is allowed on any portion of the common property/within the buildings (unless in areas specifically demarcated for smoking purposes). Smoking inside units is strongly discouraged.
- Residents shall not leave obstructions to either vehicle or pedestrian traffic on the common property.
- Residents and visitors shall ensure that they do not damage the common property garden and flower beds. No trees, plants or shrubs may be planted on the common property without the consent of the Foundation. Trees and shrubs may not be pruned and trees, plant and shrubs may not be removed from the common property without the consent of the Foundation. These fundamentals should be understood as trees, shrubs and gardens take years to grow and enhance the aesthetics of the villages. Residents are not permitted to remove such trees or shrubs without prior consultation with the Residents Representatives (on the Residents committee of each village) and the prior written permission from the Facilities/maintenance manager.

SWIMMING POOL

Specific to note in the use of the swimming pools provided for in the village:

- The swimming pool is used at the sole risk of the user (resident/visitor).
- The swimming pool shall be for the exclusive use of residents and may only be used by visitors, if accompanied by the resident (subject to reasonable conditions imposed from time to time by the foundation).
- The swimming pool may not be used by children under the age of 12 years, unless accompanied by an adult.
- The swimming pool and swimming pool area may be used between 07h00 and 22h00.
- Residents and their visitors shall use and enjoy the swimming pool and surrounding area in such a manner as not to unreasonably interfere with the use and enjoyment thereof by other residents.
- Only conventional swimwear may be worn in the pool area. Swimming or sunbathing in the nude or semi-nude is not permitted.
- The use of glass and/or glass containers in or around the swimming pool/surrounding area is strictly prohibited.
- No persons under the influence of alcohol or drugs shall be allowed in the pool area. Parties, drinking and unruly behaviour is prohibited. No alcohol is to be consumed in the pool area.
- Any noise at the swimming pool and enclosure must be contained and residents must ensure that no disturbance is caused to other residents. No games are allowed in the pool area.
- Radios and any other suchlike items emitting sound (use with earphones is permissible), and musical instruments, are not permitted to be used or played within the pool area.
- Litter and refuse (including cigarette butts) must be deposited in the containers provided for this purpose.
- The swimming pool area and braai facilities must be left in a clean and neat condition after use. No towels, toys, furniture, braai equipment, braai wood, ash or litter may be left in the area after use thereof.
- The foundation may request any person who fails to adhere to this policy to immediately leave the area and facilities.
- No unauthorised person is allowed to tamper with, change or set the pool pump, creepy krauly or other pool cleaner or pool equipment.
- No animals are allowed in the pool area.
- No braaing/barbeque food preparation is allowed in the pool area.



AROUND MY HOME

My garden

Many residents enjoy cultivating their own private gardens – by definition – a private garden is that part of the garden **directly** adjacent (approx 2m width) to each cottage. This area is the residents' responsibility to maintain and for the residents' account.

Residents are not permitted to fence off gardens as the foundation wishes to maintain an open "garden" feel. Should there be a specific reason to fence off an area the resident may make such application for fencing (at residents own cost) under the additions/alteration policy.

Should the residents' private garden become difficult to maintain, please discuss with your village supervisor, where alternatives will be evaluated.

The following regulations should be noted with specific regard to the garden area directly adjacent to the residents' own unit:

Residents are not permitted to remove any trees or shrubs without prior written consent from the Rescom and the Foundation.

• Trees and shrubs:

- May not obscure lighting from street lamps or security lamps/cameras
- Lower branches must be kept clear off the ground
- Areas beneath the trees and shrubs must be kept clear of long grass and leaves
- Shrubs and/or creepers may not grow against a unit's wall in such a manner to cover the entire wall.
- Shrubs must be neatly trimmed

• The following trees may not be planted:

- Rubber Tree
- Coral Tree
- Leaf shedding trees eg Fiddlewood
- Euphorbia tirucalli firesticks

- Trees may not be planted in positions where they could create unacceptable shade areas or exclude sunlight from another unit
- The foliage from shrubs or trees must be at least one and a half meters from the boundary walls of the village.
- Lawns are mowed and trimmed by a lawn service – this includes all common area lawns, as well as those in and around cottages. These areas are to be accessible to the garden service.
- Any garden ornaments/decorative items (inclusive of water features and garden pots) should be in keeping with the general aesthetic (look, feel and character) of the village. Specific reference is made to a general rule ie "A resident shall not do anything to, or in, his/her cottage or flat, or the common property, which is likely to prejudice the harmonious co-existence of residents and/or the character and appearance of the property".



AROUND MY HOME

Our furry friends



KEEPING OF A PET WITHIN AN ECHO VILLAGE

- It is acknowledged both by ECHO Foundation and the Residents committees that owning and caring for a pet is of a therapeutic value and a companion to elderly persons. If, however pets are not controlled properly or not cared for sufficiently, they can be an annoyance and a nuisance to other residents who are entitled to then lodge a formal complaint.
- Echo Foundation has no objection to a pet (dog/cat) being kept provided it is cared for properly and kept under strict discipline by the owner. It is accepted that if a pet does create a nuisance and be a cause of reasonable complaints, ECHO Foundation shall have the right to require that the pet be removed from the village.
- No pets may be kept in a multi-storied facility at ECHO Foundation – this includes Walton Park Flats, Ockie Oosthuizen, Dunant Park Lodge, Fairhaven Flats 1-28 and Normandy Court. No pets may be kept in flats with shared bathrooms at Laubscher Park flats.
- On entry into an ECHO village a new resident/s may bring a maximum of 2 (two) small to medium sized pets into a unit/cottage – provided that the correct paperwork (detailed in the ECHO contract) is signed PRIOR to admission to the Village. By way of explanation of this rule, a small dog is a dog with a height of 20 centimetres when fully grown. A medium dog 40 - 50cm. Measured from floor to the shoulder of the dog and shall exclude any bull breeds – including, but not limited to Pitbulls, American Pitt bulls and Bull Terriers (no aggressive breeds are permitted to be kept in the villages).
- When the first of the two pets dies, it may not be replaced. On the death of the remaining sole pet, if the owner wishes to replace it – the pet replacement procedure as outlined in the Code of conduct for control of pets, must be applied (such application includes the requirement for the resident to obtain permission and support from surrounding neighbours, the village supervisor and the support of the Rescom).
- Large dogs, unusual or exotic pets (other than cats and dogs) are to be discussed **prior** to admission to the village and permission sought in writing from ECHO management for permission to keep same.

- The following requirements shall be regarded as conditions imposed by the Foundation, without detracting from the Foundations' discretion to impose further conditions. The following code of conduct is in place and must be adhered to at all times:
 - Dogs and cats shall be kept on a leash at all times in the village, save when within the confines of the owner's cottage or courtyard.
 - Residents must remove their dog's excrement from the common property and exclusive use areas and suitably discard it, failing which, the Foundation may affect such removal at the cost of the applicable dog owner (resident), and/or impose a fine.
 - Residents shall ensure that their animals do not cause a noise, nuisance or disturbance to other residents.
 - All female pets must be spayed and male pets must be neutered.
 - Under no circumstances shall a pet be allowed into the pool or hall areas.

- The foundation may withdraw their approval in the event of the breach of any condition - upon which the resident must remove the animal from the unit and the common property.

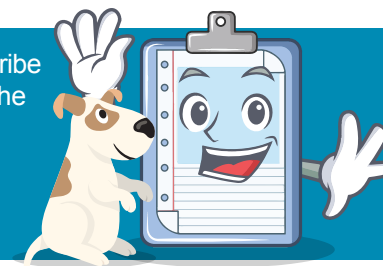
- On entry to ECHO the resident and family must sign an undertaking that, should the resident not be in a position to care for the pet and/or should the pet become a nuisance to any resident/s in the village, then the family will be held responsible for taking over the care of the animal and/or removing it from the premises.

- Visitors or guests are not allowed to bring any pets onto the premises, to the unit or the common property.

- The feeding of wildlife or wild birds is prohibited in a unit and on the common property.

- The foundation shall, at all times assume the role of arbitrator in the event of a dispute or disagreement pertaining to a complaint regarding pet control. The decision of the foundation shall prevail and be legal and binding on all parties.

- The foundation may, from time to time, prescribe further reasonable conditions pertaining to the keeping of pets (animals, reptiles/birds) – provided that such conditions are issued in writing to residents.



THE ECHO COMMUNITY

What services are available to me in my village?

MEALS

A mid-day meal may be ordered from ECHO Foundation at a reasonable cost. Menus may be obtained from your village supervisor.

Orders/payment for meals must be made with the village supervisor on the Monday (latest Wednesday) for the following week. In the event of an illness or crisis, kindly notify your supervisor who can, at short notice, arrange for a meal to be delivered.



PRIMARY HEALTH CARE CLINICS

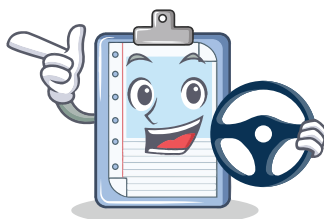
For your convenience, a primary health care clinic is held at the clinic within your village on specific dates and times. The clinic schedule is displayed on each clinic door. Contact with the village nurse may be made via your supervisor should there be an immediate need. (subject to availability of the nurse and needs prevailing at the time). In the event of illness, fire, security or ANY emergency, please be reminded to use your PANIC BUTTON, or immediately advise your village supervisor.

Residents are not nursed in their cottages/flats by ECHO foundation (in the event of a short term illness). Use may be made of the sick bay facilities based at the Munro Kirk Care Centre in Seymour Street, South End. Residents are at liberty to arrange for private nursing in their cottages/flats should they so prefer; however, this service is for their own cost, and the supervisor must be advised. ECHO Foundation is not responsible for supplying medication or the services of a Doctor. Nursing care for temporary short term illness is provided in sick bay (Munro Kirk).



TRANSPORT FOR SHOPPING

The Foundation has arranged weekly transport for shopping purposes. Please consult the village supervisor regarding times for which this transport is arranged and to be advised of the departure point from your village and the centre to which transport is arranged (conditions to transport may apply).



SOCIAL WORKER ASSISTANCE

WHAT DO SOCIAL WORKERS DO TO HELP OTHERS:

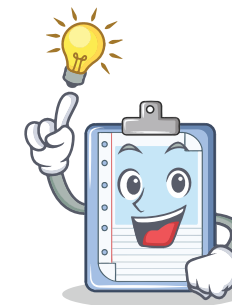
- Identify the sources of stress or problems;
- Strengthen coping skills;
- Find needed resources;
- Facilitate solutions;

With that being said, here at ECHO Foundation, our social workers assist you in the following ways:

Assist and aid our residents when moving in, and throughout their stay with ECHO Foundation, a Social Workers will be available on a weekly and by appointment basis in each village. The Social Workers will support you in various needs. They will be available for individual counselling regarding adapting to village life, long-term stay, challenges while aging, as well as supporting you in a care plan to suit your specific needs. Social Workers are available by appointment (working hours).

Various groups are available in different villages and will provide support and guidance as needed.

We encourage you and your loved ones to engage with your Social Worker. We are here because we care and look forward to being of help.



GARDENERS / CHAR / CARER – PERMANENT OR TEMPORARY PRIVATE STAFF

Should any resident employ his/her own gardener / char / carer (whether permanent or temporary in nature), such staff must be registered with the Supervisor. With the exception of night carers, such staff may not stay overnight on the property and are subject to all of the Foundations' rules.



HAIRDRESSING, CHIROPDIST AND LIBRARY FACILITIES / SERVICES

These are available for residents at most of the villages. Approach either a member of the residents' entertainment committee or the village supervisor to find out what is offered within your village.



ECHO FOUNDATION STAFF

Please note that it is against ECHO policy for ECHO staff, service providers or sub-contractors to ask for, or receive payment for any tasks performed, as well as to receive direct instructions from any resident. Please direct any requests you may have for ECHO staff working within your village – performing tasks in the common areas – to the Village supervisor.



THE ECHO COMMUNITY

What activities are there for me to get involved in?

THE ENTERTAINMENT COMMITTEE

– ENTERTAINMENT CALENDAR

At ECHO we trust that you will embrace the opportunity of meeting new friends, renewing existing friendships and becoming an active member of the ECHO family. We encourage every one of our residents to get involved and to participate in the activities available. A Residents Entertainment committee exists at each village. This committee arranges general entertainment, recreational activities and outings. The Committee also undertakes fundraising and the funds are used for and in the villages.



Recreational facilities are available at all villages for the use of all residents. Examples of such activities include inter-village bowls, bridge and pool competitions. These are arranged on a regular basis, at the discretion of each residents entertainment committee. The name of the Entertainment committee chairperson is available from either your village supervisor or the social worker assigned to your village – be sure to obtain this valuable contact from them to find out what may be available to you.

SERVICE CENTRES:

ECHO Foundation owns and operates two community service centres – one situated in Newton Park (Caritas) and the other at Laubscher Park East – known as the Walmer Service Centre.

These centres offer age appropriate movement/exercise classes and many other activities. The centres provide services to ECHO residents and the community of the surrounding areas, offering a host of leisure activities, meals and social services. Pay one of them a visit to find out what the current schedule is.

THE ECHO COMMUNITY

Safety first in all things

Safety is a core value of ECHO and the organisation is committed to continue advancement of an organisational safety culture with programmes of personal safety, accident and injury prevention, wellness promotion and compliance with applicable health and safety laws.

The ECHO Foundation is committed to ensuring the health, safety and welfare of all staff, residents, mandatories (agents, contractors and subcontractors) and visitors to all of their premises, primarily as provided for in the OHSA and any Regulations promulgated in terms thereof.

This statement and all emergency procedures are prominently displayed at ECHO's premises where it is visible for all to read.

All ECHO management and supervisors are trained in the awareness of the Occupational Health and Safety Act (no 85 of 1993). Village Supervisors are trained as safety representatives who meet quarterly to report on matters of safety and related incidents. The safety committee serves to monitor, review and ensure compliance with the provisions of the Act. Please report any potential hazard, risk or safety incident/concern to the village supervisor.



THE ECHO COMMUNITY

Speaking up - complaints

- Should a resident be disturbed by another resident or the visitor of a resident, which disturbance and/or nuisance is deemed as unreasonable and/or continuous, the aggrieved resident must contact the village supervisor to enable them to:
 - record the incident; and
 - take the necessary action to ensure that the offending party immediately desists with the identified disturbance.
- In the event of a disturbance or nuisance, a resident may also contact the resident of the unit causing the nuisance to resolve the matter.

WHAT IS DEEMED TO BE A NUISANCE OR UNACCEPTABLE BEHAVIOUR?

- A resident shall not use their unit or exclusive use area (or permit it to be used) in such a manner or for such purpose as shall cause a nuisance to any other Resident or an invasion of their privacy.
- Residents shall particularly between 14:00 -15:30 and 22:00 - 08:00 everyday maintain quietness in their units and on the common property and at all other times shall limit noise to a minimum.
- All television, radio and other appliances, instruments or apparatus emitting sound, including musical instruments and noise emanating from people or pets, must be kept at audio levels which are reasonable in the discretion of the Foundation.
- No hobbies or other activities may be conducted on the common property which causes a nuisance to other residents, including using/flying remotely controlled drones, with or without photographic equipment.
- No explosives, crackers, fireworks or items of similar nature may at any time be exploded, lit or operated in a unit or on the common property.
- No firearms, air guns or pellet guns may be discharged in a unit or on the common property, except in self-defence and related purposes.
- No hawkers, beggars or people looking for work may be allowed on the common property.

- No Resident may treat another – resident/ECHO staff member with disrespect or rudeness.
- No Resident/ECHO staff member should threaten, intimidate, harass, attack or bully (verbal/physically) another staff or resident in ANY manner whatsoever. This includes the use of abusive language towards another resident/employee. Such behaviour will not be tolerated.
- No resident may remove or borrow the property of another resident without his/her express consent.
- No resident may act in such a way that they bring the ECHO Foundation's name into disrepute. Examples of such behaviour include public drunken disorderly behaviour (in the common areas/entertainment areas provided for within the villages).
- No Resident/visitors should willfully damage any ECHO Foundation property (fixed/movable). Any accidental damage must be immediately reported to the village supervisor.
- Any items placed in/around a residents' dwelling unit must be in keeping with the general aesthetic (look and feel) of the village and in keeping with the image of the Foundation.



CONTRAVENTION OF POLICY/PENALTIES

If a Resident or the visitor of a resident contravene/s this policy, the Foundation shall be entitled, without prejudice to the other rights or remedies which the foundation may have in law, including claiming compensation for damages.

A supervisor / member of management may:

- Enter the unit, exclusive use area and/or the common property to take such action as may be reasonably required to remedy the contravention and hold the Resident of the unit liable for the costs incurred in this regard; and/or
- By written notice inform the Resident of the unit of the nuisance or contravention and warn the resident that if they fail to remedy the contravention and/or if they persist in such conduct or contravention, a penalty will be imposed on the resident of the unit; and
- If notwithstanding the 7 (seven) days written notice given by the Foundation in terms of the complaint/disturbance, the resident of the unit fails to remedy the contravention or persists in the conduct or contravention, or if the conduct or contravention is repeated – by further written notice issued by a senior member of ECHO management – impose a penalty on the resident of the unit, which notice shall state the reasons for the imposition of the penalty; or
- Summarily and without warning, by written notice, impose a penalty on the Resident which notice shall state the reasons for the imposition of the penalty.

NB: This paragraph should be read in conjunction with the ECHO Foundation Policy relating to Complaints, Contravention of policy/regulations and Penalties. (All policies are available from the village supervisors/Head office).

“ We trust that this handbook has assisted you in becoming familiar with life in the villages of ECHO. We wish you a long, happy, harmonious and healthy stay with us! ”



Please tear out page (along perforations)

RESIDENT HANDBOOK

(1st revision of 2022)

ACKNOWLEDGEMENT OF RECEIPT

I, the undersigned, hereby confirm that I have received a copy of the ECHO Foundation Residents Handbook (1st revision of 2022).

The booklet I received has the title as listed above and is 21 printed pages. I acknowledge and undertake to read and familiarise myself with this booklet and should I not understand the contents, I undertake request explanation for the content that I do not understand and/or the content that is not clear to me. Such explanation may be provided by either my Village supervisor or through calling (telephonically) the ECHO Foundation head office, who will direct me to the appropriate person (according to the nature of my query).

I agree and realise that it is my responsibility to abide by the code of conduct of Echo Foundation in order to uphold the culture of safe, peaceful and harmonious and enjoyable co-existence unique to the village lifestyle of ECHO Foundation.

Signed:

Signature

Print name

Date received:

Issued by:

(Print name)

(Designation)

