



“MY SHOT” (Prince’s Grant Newsletter)

November 2007

Dear Homeowners

Feedback on International conference at St Andrews

After the most incredible experience visiting St Andrews and other parts of Scotland, I've returned to Prince's Grant with two overwhelming impressions:

1. It is the people in an organisation who distinguish it between a good organisation and a world class organisation. Club Managers responsible for the greatest facilities in the world are united in the view that it's not their location, services or facilities that make them stand out, but the people who work there. “Our people are the animate resource who deal with, cope with and handle all our inanimate resources”.
2. The second trend that made an indelible impression on me is that tradition and history does not mean an organisation should not constantly seek change to accommodate and embrace new trends and developments. The more successful an organisation has been in the past, the more in need of re-engineering it is likely to be. In the words of arguably the greatest Ice hockey player ever, Wayne Gretsky, on a question: What makes him so good? *“I skate to where the puck is going to be, not where it has been”*. The success of St Andrews where golf has been played since, at least, the 1400s and is steeped in tradition as well as other world class facilities such as Gleneagles is attributed to this philosophy.

The question you may ask is how this “international experience” will impact on Prince's Grant and the services we offer. The estate has no doubt been very successful over the past years and at present we can boast about a world class golf course, a sound financial philosophy with adequate reserves, an impressive lodge facility, and a unique building style, all set in a breathtakingly beautiful environment. Things are, however, changing fast with large new developments in the surrounding area and with an ever increasing number of houses within Prince's Grant. These changes demand a fresh look at our facilities and the way we are managing it. The Board has over the last year commenced with a five year plan to ensure we will keep tread with the growing numbers on the Estate as well as the potential impacts from outside. We hope to

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expand on these in the next few months to ensure we are as well prepared for the future as possible.

On this note, one of the most important milestones at Prince's Grant is the Development of the area between the squash courts and the 18th fairway, known as Lot 215. The developers of this property have, after an exhaustive process of consultation with, amongst others, the Prince's Grant building committee, now reached a stage where they are proposing a design that is considered a win- win for both the estate as well as the developers. This development will ensure that Prince's Grant have the amenities necessary for the continued growth of the Estate. Homeowners will be asked to approve these plans, which are currently being prepared, at a Special General Meeting to be held during the April holidays in 2008.

I'm sure most homeowners will agree we are blessed with some exceptional people working in our offices, on the estate, in security, on the golf course and at the Lodge. The development of our staff has been a priority for the Prince's Grant Board over the past 18 months. Having experienced, however, the intensity of staff recruitment and training by the world leaders in our "industry" it is clear that we will have to increase our efforts in this regard. Current stumbling blocks such as our location and the availability of staff accommodation in the area are being addressed and should bear fruit for the years to come.

Apart from the above there are many other learning's from this excursion to the "Home of Golf" not to mention the numerous contacts that was made with other Managers in particular the UK and the United States. I am grateful to the Homeowners of Prince's Grant for the opportunity granted to me to participate in this event which can be described as a life long dream. I hope I will be able to reciprocate by ensuring that the Estate benefits in years to come from this experience.

Festive Season

Back to "home soil" we are gearing up for a great festive season. Two hundred and eighteen homes will be completed by the 14th December, some 35 more than at the same time last year. Improvements during the year to accommodate our growing numbers include:

- An upgrade to the entrance gate and in particular the security measures at this point;
- Provision of a new beach ablution facilities at the south gate and easier access to the beach for disabled people;
- New beach access stairs at the north gate and central gate;
- The extension of the Lagoon walk past Plantation Place;
- The establishment of open areas along Blink Bonnie Lane;
- The establishment of a new estate swimming pool in Blink Bonnie Lane (which we are desperately trying to finish despite consistent rain over the last two months);
- Improved signage on the Estate;
- A new golf cart bridge along the 7th green;
- The upgrading of the entire area in front of the lodge including the golf cart parking area for hired carts as well as homeowner's carts;

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- Fixing some of the road edges which have been deteriorating due to the increase traffic volumes in particular construction vehicles. This is an ongoing process with the intent to, in time, do the entire estate's roads;
- The refurbishment of the Pro-shop and the area surrounding the pro-shop;
- The revamp of the change room facilities in the lodge.
- The improvement of our water reticulation system with a more consistent and stronger feed;
- The upgrading of our fire hydrants on two of our roads;
- The establishment of a recycling refuse area for glass

Apart from the above all homes have been fitted with a refuse collection indicator, which we hope will contribute to a more efficient service. We have also introduced a new golf cart licence system to ensure easy recognition of golf carts and we wish to remind all homeowners to please ensure their carts have been licensed before driving on the Estate. The Proshop will assist homeowners and their guests in this regard.

During December we arranged for a "jam packed" holiday program that we hope will cater for everyone's needs.

- For the younger folk there will be a daily program at the main swimming pool where we will also have some eats and drinks for sale.
- A satellite beverage outlet will be available at the northern beach access gate.
- A very special "coffee shop" will be set up in the conference centre where there will be evening programs for the larger kids/ young adults and adults;
- New year's eve will have two main events:
 - A Bring and braai at the main swimming pool where Dave Monks will entertain us and where a cash bar will be available (a small cover charge will be applicable).
 - At the Conference Centre there will be a more formal Dinner with light entertainment.
- A convenience store for stock items will be available at the Conference Centre, should you require any last minute items;
- A very full golf program that will include everything from a junior golf coaching program to a number of formal competitions.

House Rules

I sincerely hope that homeowners and visitors will enjoy their holiday at Prince's Grant this December. Please be mindful of the rules that are there to ensure everyone will be able to enjoy the facilities. In particular, please ensure that roads are open for traffic, keep cars in garages and all trailers need to be stored at the HOA offices. Keep the noise emanating from your property to the confines of your property and make safety a priority.

Security

Feedback on our security situation is that we are pleased to report that we had no further incidents since the introduction of a variety of additional security measures during September. We are obviously monitoring the situation carefully and are continuously busy with research on how to ensure our Estate remains a safe and secure place to live. We must sadly still advise homeowners and their guests not to

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leave valuable items unattended and if they leave their homes for an extended period of time to please ensure their homes are locked.

Farewell to Don

As you would have noticed from the Chairman's newsletter, Don will be leaving our Board due to work commitments in the USA over the next couple of years. Many homeowners got to know Don over the past two years and would have been impressed by his commitment to Prince's Grant. For us at the HOA it is however a particularly severe blow. Don, with great enthusiasm and copious amounts of energy, took PG to new heights with issues such as our website, a new marketing program, the development of a distinctive Prince's Grant brand and a host of other improvements on the Estate. More than the above however it was Don's inimitable flair in which he took on the role of mentor for us in the office and the calm but sure way he led the Board over the last two years. We will no doubt miss his influence and clear head in times of crises.

We are however fortunate to have someone of the calibre of Dave Miller to take over the reigns as chairman. Dave has done a remarkable job to ensure our finances are prudently and efficiently managed. It is however his contribution to ensure the Estate's finances are transparent as well as easy to understand and control that is invaluable for the Estate.

We therefore wish Don, Rose and Kimberley an exciting and prosperous time in the USA, and we thank Dave for agreeing to step in as chairman.

We hope every Prince's Grant Property owner will have a joyous festive season and if you are lucky enough to be at PG, please visit our offices.

Regards

Chris

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