

# CANAL EAST HOMEOWNERS ASSOCIATION

## MINUTES OF THE ANNUAL GENERAL MEETING OF THE ASSOCIATION

**Held At:** The Community Church, 58 Braselton Road, Sunningdale

**Date:** Thursday, 18th September 2025

**Time:** 18h00

### **Present:**

- Mr. Patrick Gruitjers (Chairman) - **7510235078087**
- Kobus Van Eyk (Trustee) - **6806045143082**
- Rholeen Jordaan (Secretary) - **5707250015083**
- Eugene Atkinson
- Riana Smalberger (Treasurer, resigning)
- Albert Visser
- Homeowners of Canal East (64 members in attendance, including 39 proxies)

### **In Attendance:**

- **Stratton Property Management:**
  - Mrs. Samantha van den Ordel – Portfolio Manager and Chair of the Meeting
  - Ms. Jade De Barros – Portfolio Administrator

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## **1. WELCOME AND CONSTITUTION**

The Annual General Meeting (AGM) was called to order by Samantha Van Den Ordel, the Portfolio Manager for Canal East from Stratton Property Management (SPM), who extended a warm welcome to all attendees. Samantha Van Den Ordel introduced herself and Ms. Jade De Barros, the Portfolio Administrator from SPM, highlighting Jade De Barros' role in assisting with the management of the estate. It was announced that the meeting was being recorded for official purposes, and the recording would be made available to any owner upon request.

### **Meeting Protocols & Agenda Overview:**

The meeting adhered strictly to the pre-published agenda due to a two-hour time constraint for the venue. Star Alarms was present to deliver a presentation regarding the proposed dedicated security vehicle. Attendees were requested to sign the attendance register and ensure they possessed a voting slip, which was vital for the accurate calculation of votes and included individual ERF numbers along with those for any proxies.

All completed voting slips were to be submitted to Jade De Barros at the conclusion of the meeting. A microphone was circulated to facilitate questions and comments from the floor, ensuring all contributions were properly captured in the meeting recording. For any questions or discussions not explicitly on the agenda, attendees were advised to raise their hand, and the Chair (Samantha Van Den Ordel) would direct them to the most appropriate agenda item (e.g., budget or maintenance). General questions might also be addressed if time permitted after the formal agenda was completed.

## **2. CONFIRMATION OF APOLOGIES**

Apologies for absence were noted on the Attendance Register. The Constitution requires a minimum

quorum of 40 ERF in attendance. With 64 members present, including 39 proxies, the quorum for the meeting was successfully met.

#### **Speaking Procedure:**

To ensure clear recording of proceedings, all questions from the floor were to be spoken into a microphone, managed and distributed by Jade De Barros.

#### **Out-of-Agenda Items:**

Attendees with questions or items not specifically listed on the agenda were instructed to raise their hand. The Chair (Samantha Van Den Ordel) would then guide them on the most suitable section for discussion, such as budget or maintenance, or transfer the item to a general questions session if time allowed at the end of the formal agenda.

### **3. TRUSTEES' REPORT (CHAIRMAN AND TREASURER REPORT)**

The Trustees' reports, including those from the Chairman, Patrick Gruijters, were presented to the attendees. Key highlights from these reports included:

**Gratitude to Trustees:** The Chairman, through the Portfolio Manager, extended heartfelt thanks to the fellow committee members for their significant time and dedication to the community: Eugene Atkinson, Riana Smalberger, Rholeen Jordaan, Albert Visser, and Kobus Van Eyk. The Portfolio Manager specifically commended the trustees for their excellent, efficient, and dedicated service, noting their commitment to attending monthly meetings and working diligently outside of their regular professional duties.

**Treasurer's Vacancy:** It was announced that the former Treasurer, Riana Smalberger, had sold her property and relocated to George. The Constitution mandates the presence of a Chairperson, Secretary, and Treasurer. Consequently, owners who have the time and capacity were strongly encouraged to volunteer for the vacant Treasurer role. Assurance was given that the new Treasurer would receive full support from Stratton Property Management (Samantha Van Den Ordel and Jade De Barros) and the remaining trustees. A profound thank you was extended to Riana for her outstanding service, including her prompt handling of bank statements, efficient management of payments, and consistent budget oversight and governance.

**Thanks to Management:** Acknowledgment and thanks were extended to Stratton Property Management (specifically Samantha, Jade, Maryna, and the entire SPM team) for their continuous support in the daily operations of the association.

#### **Year in Review - Highlights:**

- **Parks Maintenance:** Special appreciation was given to Trustee Kobus Van Eyk for his diligent work in maintaining the parks and his effective liaison with the City of Cape Town.
- **Street Signs:** The street signs within the estate have been refurbished, now featuring a distinctive small bird emblem, which has significantly improved both visibility and the overall aesthetic appeal of the neighborhood.
- **Park Disclaimer Boards:** Following persistent efforts from Kobus van Eyk and the trustees, new disclaimer boards have been successfully installed at the parks by the City of Cape Town.

**Year Ahead - Focus:** Canal East currently maintains a healthy cash reserve. The primary strategic focus for the upcoming year is enhancing security within the estate, a decision driven by numerous reports of break-ins. This heightened focus on security is the rationale behind the Star Alarms presentation and the dedicated security vehicle proposal included in the budget.

#### 4. APPROVAL OF THE MINUTES OF THE PREVIOUS GENERAL MEETING

Members were asked to cast their vote on their voting slips in favour of or against the approval of the minutes from the previous AGM, thereby confirming that they accurately reflected the proceedings of that meeting. The minutes of the previous meeting were approved.

##### **Treasurer's Report (Riana Smalberger - Overview):**

The Treasurer's report, compiled by Riana Smalberger, provided a comprehensive overview of the association's finances:

- **Total Assets:** Increased from over R2.2 million in 2024 to over R2.5 million in 2025.
- **Operating Account:** Grew from R1.7 million in 2024 to over R2 million in 2025.
- **Total Liabilities:** Increased from R488,000 in 2024 to R539,000 in 2025.
- **Levy Income:** Significantly increased from R309,000 in 2024 to R673,000 in 2025.
- **Other Income:** Decreased from R309,000 in 2024 to R55,000 in 2025, primarily due to a substantial one-time cash injection from Tryall North in the previous year.
- **Operating Costs:** Rose from R422,000 in 2024 to R546,000 in 2025.
- **Surplus for the Year:** Decreased from R606,000 in 2024 to R301,000 in 2025.
- **Cash Flow Highlights:**
  - Net cash from operations: Exceeded R176,000.
  - Investment income: R138,000.
  - Net increase in cash: R304,000.
  - Total closing balance (2025): Exceeded R2.3 million, up from R2 million in 2024.
- **Conclusion:** The Treasurer's report concluded that the Homeowners Association's financial position remained robust, with adequate reserves to meet future maintenance requirements.

**Building Deposits:** A homeowner raised a question regarding the substantial sum of R600,000 held as building deposits and whether these funds could be allocated for security purposes. Samantha Van Den Ordell clarified that these funds are distinct and legally cannot be used for operational expenses such as security. She mentioned that a notice had been circulated to owners concerning unclaimed deposits, some of which dated back as far as 2014. These deposits were currently undergoing a reconciliation process for refunds. Following legal counsel, any unclaimed deposits would eventually be recirculated back into the association's main account, a process that would require a formal resolution to be tabled and approved at the next AGM.

#### 5. FINANCIAL STATEMENTS

The financial statements for the year ending April 2025, which were prepared by Stoll's accountants, had been included in the AGM pack and were presented for consideration only, not for formal approval by the members.

##### **Questions raised by Homeowners regarding the Annual Financial Statements (AFS):**

- **Outstanding Levies (Page 7 - Trade and Other Receivables - Note 3):** A homeowner inquired whether the R191,000 figure under "Trade and Other Receivables" represented outstanding levies. Samantha Van Den Ordell confirmed that this figure indeed included levies in arrears and associated legal fees. She explained that the increase from R144,000 in 2024 was attributable to some owners entering a second year of arrears and the legal costs incurred as the top 15 homeowners with significant arrears had been handed over to attorneys. It was observed that a consistent group of homeowners were repeatedly in arrears, but legal action had led to a positive response with some accounts being settled.

- **Revenue Recognition (Page 7 - IFRS for SMEs):** A homeowner questioned the method of revenue disclosure, pointing out that levies are billed from November while the financial year ends in April. This suggested a potential discrepancy in accounting for six months of levies in advance and six months in arrears, an issue that had reportedly been raised at previous AGMs. Samantha Van Den Ordell acknowledged this concern. While the AFS was for consideration rather than approval, she committed to having the point minuted and assured that Stoll's accountants would be approached for clarification and potential rectification of the presentation.
- **Income Statement Error (Page 9):** A homeowner identified a perceived textual error in the narration "accounting fees architect," suggesting that "architect fees" should be a separate line item. Concern was expressed regarding the quality assurance processes of the accounting firm. Samantha Van Den Ordell confirmed that the numerical figures were accurate, having been verified by Stratton Property Management's internal accountants. However, she acknowledged the narration issue, stating it would be minuted and discussed with Stoll's accountants.
- **Reasons for Non-Payment of Levies:** The reasons cited for non-payment of levies were varied, including financial strain among some owners and, in other cases, owners claiming they were unaware of their levy obligations, despite such obligations typically being part of their property's title deed.

## 6. BUDGET FOR YEAR ENDING 30 APRIL 2026

The budget for the upcoming year was distributed in the AGM pack, presenting various options including budgets with and without a levy increase, and a specific budget incorporating the dedicated security vehicle. A pre-budget meeting was convened in March to discuss these budget items in detail.

### Questions on Budget:

- **Security Vehicle Funding:** A homeowner inquired whether the funds earmarked for the dedicated security vehicle included or excluded building deposits. Samantha Van Den Ordell explicitly confirmed that these funds were separate and did not include building deposits.
- **Proposed Increase:** The proposed inflationary levy increase was set at 5%.
- **Security Vehicle Cost vs. General Increase:** It was clarified that the 5% levy increase was intended as a general inflationary adjustment and was not specifically designed to cover the ongoing proposed operational costs of the dedicated security vehicle. Samantha Van Den Ordell suggested that if the dedicated security vehicle were to be maintained in the long term, a distinct line-item levy for security might need to be considered at a future AGM.
- **Long-term Security Vehicle Cost:** Concerns were voiced regarding the financial sustainability of the security vehicle beyond its initial year, which would be covered by reserves. The annual cost of the dedicated security vehicle was stated as R504,000, which translates to approximately R67-R70 per homeowner per month if paid through levies.
- **Sufficiency of One Vehicle:** A homeowner questioned whether a single dedicated security vehicle would be adequate for Canal East, given its eight entry/exit roads and six green belts, especially when compared to Canal West, which has only two controlled access points. The need for a long-term strategy beyond just one year was emphasized.
- **Dedicated Security Vehicle (Further Details):** Samantha Van Den Ordell highlighted that sufficient funds were currently available in the reserve account to fund the dedicated security vehicle for a period of one year without directly impacting current levies. She also pointed out that Canal East had not experienced a levy increase in nearly three years, reiterating that consistent, gradual increases are generally preferable to substantial increases (e.g., 15-25%) that may become necessary after prolonged periods of no adjustment. A voting slip was provided for members to approve or reject the budget, which included the proposed 5% inflationary increase.

## **7. APPOINTMENT OF AN AUDITOR**

**Motion:** A motion was put forward to re-appoint the same accountants for the upcoming financial year.

**Vote:** A clear majority of attendees indicated their approval by a show of hands.

## **8. ANY SPECIAL BUSINESS OF WHICH DUE NOTICE HAS BEEN GIVEN**

No items of special business, for which due notice had been given, were tabled or discussed during the meeting.

## **9. PROJECTS – PRESENTATION BY STAR ALARMS**

Craig from Star Alarms was invited to the AGM to provide comprehensive clarification regarding the proposed dedicated security vehicle for Canal East. He expressed his gratitude for the invitation.

Craig highlighted that Star Alarms had been in discussions with Canal East for three years concerning a dedicated vehicle, drawing attention to the successful implementation in Canal West. His primary objective was to demonstrate the achievements in other communities rather than solely advocating for adoption. Star Alarms currently operates eight dedicated vehicles across Table View areas, including Bloubergstrand, Eden on the Bay, Parklands, and Montague Gardens, backed by a decade of experience.

**Zero Crime Claim:** Craig confidently asserted that there had been zero crime incidents in all eight communities where dedicated vehicles were deployed, a claim supported by numerous testimonials.

**Strategy:** He emphasized that the most effective strategy involved a combination of dedicated vehicles and advanced camera systems. It was noted that approximately 70% of crime reduction could be attributed directly to increased policing visibility.

**Vehicle Running Cost:** The actual operational cost for a dedicated vehicle was R75,000 per month, covering four staff members, fuel, depreciation of a new vehicle, and VAT. The proposed quote for Canal East was R38,000 per month.

### **Camera Technology:**

- Cameras utilize Artificial Intelligence (AI) for object classification (identifying humans and vehicles), clothing descriptions, vehicle make/model and tracking movement.
- The system can cross-reference with a central database to pinpoint specific items, such as a particular colour car within a defined timeframe.
- This "pop-up" system eliminates the need for continuous live monitoring, as alerts are automatically dispatched to the central control room and the dedicated security vehicle.

### **Case Studies:**

- **Montague Gardens:** With 160 cameras and three dedicated vehicles, crime rates significantly decreased from an average of 13 break-ins per week to just one burglary in the past year.
- The system boasts the capability to link communities via a database of 2,500 cameras, allowing for the tracking of individuals across multiple suburbs.
- Video examples showcased successful tracking of a cell phone thief in Eden on the Bay, painting thieves in Bloubergstrand, and laptop thieves in Montague Gardens, all leading to arrests.

**Proactive Security:** Cameras can be configured with specific rules, such as detecting movement in green belts after dark or identifying loitering, to trigger immediate responses.

**Response Time:** Dedicated vehicles ensure exceptionally rapid response times, demonstrated by 30-second responses to incidents in Montague Gardens.

**Crime Deterrence:** The visible presence of these vehicles acts as a powerful deterrent, effectively pushing vagrants and criminals away from the protected areas.

**License Plate Recognition (LPR):**

- Star Alarms is registered with "Sniper," a system linked to the database, which identifies wanted, stolen, or crime-related vehicles.
- LPR cameras detect vehicles entering the community, immediately alerting the dedicated security vehicle.
- Suspicious vehicles reported by residents can be "soft-loaded" into the system for enhanced monitoring, allowing for proactive crime prevention.
- A video demonstration illustrated the system's ability to track a personal vehicle across the Table View area.

**Testimonials (6 minutes, edited for brevity):**

- **Wade Nell (Security Trustee, Canal West):** Highlighted seven years of successful collaboration with Star Alarms, noting a significant reduction in incidents, immediate response capabilities, and Canal West's status as one of the safest areas in Greater Table View, which has positively impacted property values.
- **Kerr Robinson (Manager, Big Bay Master Property Owners Association):** Oversees 20 residential estates (comprising 2,000 homes and two shopping centers) utilizing 600 CCTV cameras and 24/7-armed roving patrols. Reported minimal crime, with only 25 petty theft incidents and no break-ins or home invasions in 2024.
- **Tammy (Office Manager, MMID) & Karen (Chairman, MMID - Montague Gardens):** Collaborating with Star Alarms since 2017, they now utilize 128 cameras (including LPR). Crime has dramatically fallen from 113 break-ins per week and 120 vagrants to just one break-in per year. Multiple arrests for remote jamming were attributed to Star Alarms' efforts, providing excellent service and peace of mind.
- **Josh (Downtown Duty Free, Montague Gardens):** Expressed high satisfaction with the service, reporting no incidents since integrating off-site monitoring with the DEMUX server, deeming it good value for money.

**Clarifications & Discussion:**

- **Dedicated Vehicle Support:** A homeowner sought clarification, confirming that the dedicated vehicle would not operate in isolation but would receive backup from Star Alarms' broader fleet of 17 vehicles. The vehicle is designed to respond to community WhatsApp group alerts, vagrant issues, and alarms (irrespective of the resident's security company). It will be prominently branded with Canal East's logo for clear identification.
- **Crime Statistics for Canal East:** Craig asserted that he had recorded over 15 burglaries and break-ins in Canal East within the current year, a figure that contradicted local WhatsApp group perceptions of no incidents. He cautioned that Canal East was becoming a "sitting duck" as surrounding communities bolstered their security.
- **Security Strategy (Cameras vs. Vehicle):** Craig recommended prioritizing the dedicated vehicle first, as it provides an immediate physical deterrent and rapid response, with up to an 80% success rate from inception. He acknowledged that cameras are a powerful complementary tool but are less

effective as a standalone deterrent. The cost of camera implementation, he added, could be scaled over time.

- **Costing & Star Alarms Business Model:** Craig explained that the R38,500 monthly quote for the vehicle was partially subsidized by Star Alarms' existing client base in the area. The true operational cost of R75,000 per month was covered by revenue generated from current monitoring and armed response clients. Star Alarms' objective is to expand its client base within Canal East (e.g., an increase of 120 new clients would enable them to fully cover the vehicle's cost). If client growth proved insufficient, the pricing might need to be re-evaluated.

## **10. DETERMINATION OF THE TRUSTEES:**

### **a) Determination of the Number of Trustees:**

The following members were duly elected as trustees to serve until the next Annual General Meeting:

#### **Current Trustees:**

- Patrick Gruitjers (Chairperson of HOA)
- Albert Visser
- Kobus Van Eyk
- Eugene Atkinson
- Rholeen Jordaan (Secretary)

#### **New Trustee:**

- Sean Bosse (volunteered and was welcomed to join the trustee board. Sean Gavin Bosse will be taking on the position of Trustee **(7109095085082)**)

**Riana Smalberger:** It was formally noted that Riana Smalberger was stepping down from her trustee role as she was no longer a homeowner in Canal East.

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## **CLOSURE**

### **Closing Remarks:**

Patrick Gruitjers, the Chairman, expressed his sincere gratitude to Samantha Van Den Ordell and Jade De Barros for their meticulous preparation of the meeting. He also extended his thanks to all homeowners for their attendance, remarking on the excellent turnout and expressing his hope for continued community strength. He concluded by thanking his fellow trustees for their dedicated service. Samantha Van Den Ordell then thanked everyone and reiterated the request for all voting slips to be submitted to Jade De Barros. The outcome of the votes would be formally included in the minutes, though attendees had the option to stay to hear the results immediately.

The meeting concluded at 20h00.

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## VOTING OUTCOMES

- **Approval of Previous AGM Minutes:** 61 owners in favour.
  - **Approval of Budget (with 5% increase):** 52 members in favour. (A 5% levy increase will be implemented from 1st November 2025).
  - **Appointment of Auditors:** Majority in favour by show of hand to appoint current Accountants.
  - **Approval of Dedicated Security Vehicle:** 46 members in favour.
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## DECLARED A TRUE RECORD OF THE PROCEEDINGS

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CHAIRMAN

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DATE: 25<sup>TH</sup> OF SEPTEMBER 2025

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TRUSTEE / MANAGING AGENT: SAMANTHA VAN DEN ORDEL

*S Van Den Ordel*

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DATE: 25<sup>TH</sup> OF SEPTEMBER 2025