

Dear Accommodation Provider

**Hoedspruit Wildlife Estate : Short term accommodation providers**

Over the past few weeks, we have received numerous complaints from residents regarding noise and disturbances emanating from accommodation establishments (particularly self-catering properties) where no on-site management is present.

We anticipate that as we move into the summer holiday season, we can expect further complaints from residents about unruly behaviour and noise from visitors staying on the Estate.

As far as we are concerned as the Directors of HWE Home Owner's Association and the Estate Management, it is the responsibility of the property owner or their appointed managers to ensure that their guests abide by the rules of the Estate at all times.

In order to address this matter; and hopefully eliminate complaints from residents, we propose the following actions by property owner's / managers:

1. Guests be made aware of the Estate's rules prior to their arrival at the Estate and confirm in writing that they have read the rules and understand them;
2. Guests again be made aware of the Estate's rules upon check-in at the premises;
3. The rules be prominently displayed in the accommodation establishment
4. All accommodation establishments provide estate management with name and after hours contact number of a responsible manager who will be able to respond immediately to any complaints received from residents, security or the estate manager. **It will be the responsibility to the establishment owner to ensure that Estate Management has the most recent after hours contact details at all times.**
5. In the event of receiving a complaint, it will be the responsibility of the establishment owner or their appointed managers to deal directly with their guests and ensure that they comply with the rules;
6. It will be the responsibility of the establishment owner or their appointed managers to evict the guests from their premises and ensure that they leave the Estate should it be necessary;
7. It will be the responsibility of the establishment owner or their appointed managers to remove any evicted visitor from the gate access system;
8. A call out fee will be charged to the establishment owner should it be necessary for estate management and or security to attend to a disturbance on a property.

Vehicular access to the green belt will be closed between 22:00 and 05:00 nightly.

The Management of the Estate will be placing signage with relevant Estate Rules at all entrances prior to the commencement of the holiday season and visitors to the Estate will be given a flyer containing the rules by security on first arrival. A copy of the flyer attached.

Regards

HWE Management & Board of Directors