

# NEWSLETTER



## BEST WISHES TO ALL

**THE DECEMBER HOLIDAYS** are around the corner, and I am sure many of you are looking forward to a well-deserved break. I know I do! The upcoming festive season is usually associated with family, good food, relaxation, and most important of all peace.

When we approach the end of the year we usually spend time reflecting on the past, and what transpired during that period. While learning from history and our past mistakes leads to positive changes for the future, it is important to remember not to linger in places which we have already been explored.

We must consider that year endings are only opportunities for new beginnings. While this year has had many challenges not just within the industry but, all over the globe. The rising interest rates, electricity, petrol and food prices along with loadshedding schedules which contributed to the current dire state of the economy, leaving a multitude of organizations in a most vile situation imaginable. As South Africans we must remain positive, stand united, and strive to the best that is yet to come.

We look forward to 2023, a new year and a new start! It is a chance to set new goals and resolutions, new plans, new dreams and new directions. Whether is your fiscal year, your budget year, your religious year or the calendar New Year, goals and resolutions are on your mind when you start a new chapter. Reflecting in our accomplishments inspires us to grow further, and this is what we at Astrodon hope to achieve in the coming year, more growth, further developments and even greater improvements. We encourage our staff and clients to set their own goals and share our unified objectives to remain enthusiastic, motivated and committed to moving towards the accomplishment of these goals

As we start the new year refreshed from a good holiday and a good break, let's all work together in achieving our common objectives. From the management team at Astrodon we wish all our staff and clients a happy festive season and all the best for 2023.

## PREPARING FOR THE DECEMBER HOLIDAYS

- Test your alarm system or contact your service provider to send a technician and have the entire alarm system tested well in advance of you going on leave, do not leave it for the last minute.
- Lock all doors and close all windows arm the alarm before driving off.
- Inform your security company that you will be away.
- Supply your security company with key holder information in case of emergencies.
- Put outside lights on a day night sensor.
- Have some external lights on a motion sensor linked to a buzzer in the house not to main alarm system.
- Have internal lights linked to a timer that switch 's lights on and off or ask a neighbour to switch lights on and off while you are away.
- Inform your neighbours that you going away for leave.



Please note that we will be closing 15 December 2022 and re-open 03 January 2023

**Wishing all our clients a**

*Happy Festive Season*



Our in-house software is the most feature-rich cloud property management solution in South Africa.

With an easy-to-use interface, automated workflows, mobile app and simple client access, you'll have everything you need to manage your property with ease. We would like to remind owners to simply register on the Astrodon web site

[www.astrodon.co.za](http://www.astrodon.co.za)

to have access to the information pertaining to you property.

## Completion of Formal Exam Congratulations to Staff:

Aileen Gouws completed and qualified:

- Scheme Manager – Paddocks UCT

Suzette Meecham completed and qualified:

- PPRE (NQF4) Full Status Non Principal Property Practitioner
- Scheme Manager – Paddocks UCT



## TEN STEPS DEALING WITH CONFLICT IN SECTIONAL TITLE SCHEMES

***Co-ownership is the mother of all disputes. If you live or own a unit in a sectional title community scheme and haven't heard of this phrase – you will probably have experienced it in practice.***

Living in close proximity to other people often with different backgrounds and cultural beliefs, as well as co-owning areas of the land and building about which decisions need to be made, creates ample opportunities for tempers to rage and nostrils to flare. With acknowledgment to the Oregon Dispute Resolution Centre, here are ten steps to help you deal with conflict constructively when it arises in a sectional title scheme:

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| <p><b>1</b> Plan what you want to say</p>    | <p>Think about what you would like to say to the person with whom you have a conflict. Try to construct what you want to say so that the other person will understand your point of view. Be willing to compromise on your side too.</p>     | <p><b>2</b> Choose a good time</p>              | <p>Choose to talk to the other person when there will be time for you to have a thorough discussion. You don't want to catch them leaving their flat when they are already late for work or with a group of their friends.</p>                                |
| <p><b>3</b> Speak directly</p>               | <p>Speak directly to the person with whom you have a conflict. "Skinning" to your other neighbours and sending rude anonymous letters will cause nothing but trouble and ultimately will do nothing constructive to resolve the dispute.</p> | <p><b>4</b> Speak respectfully and honestly</p> | <p>Speak to the other person in a respectful and honest way. Have a positive attitude about working together and finding solutions that suit both of you. Remain open to hearing their side of the story and seek to</p>                                      |
| <p><b>5</b> Focus on giving information</p>  | <p>Discuss your concern with a focus on how the problem affects you and how it might be resolved. Do not simply deliver a message of 'stop it or else'.</p>  | <p><b>6</b> Listen</p>                          | <p>You've had your say, now hear the other person's side. Try to relax and understand how the other person feels about the situation.</p>   |
| <p><b>7</b> Talk it through</p>              | <p>Once you have begun the conversation try not to leave out the details that you feel are too difficult to share or the minor details that might not matter so much but still bother you.</p>   | <p><b>8</b> Consider Possible Options</p>       | <p>Try to create an atmosphere in which you and the other person can put your heads together and brainstorm possible solutions or ways to alleviate the problems currently being experienced.</p>   |
| <p><b>9</b> Be specific about a solution</p> | <p>Once you have agreed on a solution that you both feel is attainable, spell it out clearly and make sure you are both 'on the same page'.</p>  | <p><b>10</b> Follow through</p>                 | <p>Stick to your side of the bargain. If you said you would do something, organise something or not do something – follow through. Once you have resolved the dispute, congratulate yourselves on achieving a respectful relationship with your co-owner.</p> |

ASTRODON WOULD LIKE TO TAKE THIS OPPORTUNITY TO WISH ALL OUR CLIENTS A VERY HEALTHY AND HAPPY NEW YEAR