



BRADLEY'S BEAT

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.

In this last Management Matters of 2009, we focus on conflict resolution. If there is a cold war between you and your neighbours be sure to read the main article. We give you ten tips on how to deal with conflict in your sectional title complex.

Eskom's imminent electricity price hike has caused many of us sleepless nights. Water heating accounts for a third to half of the energy use in the average South African household. If we replace our geysers with solar energy geysers, it would save us significant amounts of money. Eskom also offers a rebate when you install a solar water heating system.

On page 2, we look at the options available in South Africa. Installing one of these could save you loads of money and at the same time you will do your part for the environment.

THANK YOU!

I want to use this opportunity to thank you all for your loyal support the past year. If you take the road, please drive safely. Enjoy your holiday and my best wishes for the festive season.

By the time we publish our first newsletter next year, the 2010 World Cup Soccer tournament will only be a few weeks away!

BRADLEY

TALK TO US!

Your feedback and comments are valuable to us. Please write to me at bradleyh@compeg.com should you have any comments, suggestions or questions. Please note: Letters and information will be included in this publication at the discretion of the editor.

>>TEN STEPS to 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 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:

>> PLAN WHAT YOU WANT TO SAY

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.

>>CHOOSE A GOOD TIME

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.

>>SPEAK DIRECTLY

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.

>>SPEAK RESPECTFULLY AND HONESTLY

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

>>FOCUS ON GIVING INFORMATION

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'.

>>LISTEN

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.

>>TALK IT THROUGH

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.

>>CONSIDER POSSIBLE OPTIONS

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.

>>BE SPECIFIC ABOUT A SOLUTION

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'.

>>FOLLOW THROUGH

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.

(Source: Paddock Press)

Disclaimer: Any views and opinions expressed in our newsletter are not necessarily those of Compeg and Landsec, nor its directors and staff.



SA IDEAL FOR SOLAR HEATING SYSTEMS

With an average of more than 2,500 hours of sunshine every year, South Africa has the perfect climate for solar panels.

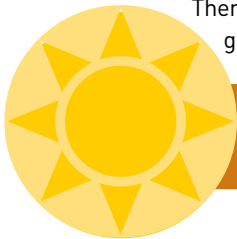


South Africa's solar radiation output is over twice that of Europe - making it one of the highest in the world - and is the most readily accessible resource available.

With the sky-rocketing electricity costs in mind, we explore the benefits of investing in a solar powered geysers.

The geyser in your home is the single biggest user of electricity every month, and should be the first target if you are trying to save money on electricity. It is estimated that it uses up to 40% of the total electricity in an average home. The best way to combat the high electricity output of a geyser, is to replace it with a solar geyser.

There are two different types of solar powered geysers available on the market today.



SOUTH AFRICA'S SOLAR RADIATION OUTPUT IS OVER TWICE THAT OF EUROPE - MAKING IT ONE OF THE HIGHEST IN THE WORLD!

>>VACUUM TUBE TECHNOLOGY

This kind of water heater is installed on the roof and is made up of what seems like a row of chrome pipes underneath a silver-coloured geyser. Vacuum tube technology relies on the fact that warm water rises.

>>FLAT SOLAR PANEL GEYSER

This system uses the radiation of the sun to heat the water directly. It is far more efficient than the vacuum tube technology, however it is much more expensive to buy and install. The vacuum system is not only cheaper, but a lot less expensive to repair and maintain.

>>HEATING TIME

Both of the solar systems can heat the water up to the necessary temperatures you require, however, the heating time is a lot longer than with electrical geysers. In summer, the solar geyser can heat the water up to 97°C, and it can get to boiling point on very hot sunny days. In winter, the water can be heated up to 70°C. Both types of geysers can work on cloudy days, but will heat the water much more slowly.

>>THE COST

Installing a solar geyser is a very expensive undertaking, even with the Eskom rebate – it can cost anything from R12 000 to R20 000. However, if you can afford it, it is certainly worth it – you will find your monthly electricity bill greatly reduced.

- **Please note that before you have solar heating panels installed you have to get the approval of the body corporate.**

>>FAST FACT<<
SOLAR WATER HEATING SYSTEMS ARE SUBSIDISED BY ESKOM UP TO A MAXIMUM OF R4 720 PER SYSTEM.

PROPERTY MANAGEMENT

LANDSEC

ARE YOU CONSIDERING LETTING OUT YOUR PROPERTY?

Landsec Property Management offers you the following services:

- We find you a qualified tenant
- We collect monthly rental income
- We pay your levy with the rental collected
- We handle all tenant queries or problems
- We inspect your property to ensure it is being well maintained
- We keep you informed at all times

For peace of mind to find the right tenant, please contact:

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