

Postal Address:

Unit No
Olivedale Retirement Village
Private Bag X30
North Riding 2162

Street Address & Tel No:

34 Lima St
Olivedale 2188
Tel: 010 596-5499/-5500

For any queries not listed here, please ask at Reception. Hours: Mon – Fri 08h00-1600, Sat 08h00-12h00. Closed on Sundays & holidays. Staff: Nicole #5500, Melissa # 5499. They can answer most questions. It is also useful to consult the “Guide to Village Living” file handed to you on arrival either by the previous owner or estate agent. Should you not have this file, please ask the agent or receptionists to provide you with one, or with the printed content of the files, until they become available.

- Activities:** These are gradually resuming, having been suspended during the COVID shutdown. Residents will be notified when they resume. Reception can give contact details for more information.
- Beautician:** Off the hall (Lebombo) to right of reception. Kim 083 272-1612, Tammy 082 783-9902. Appointments only.
- Bus service:** The OR Village minibus transports residents according to schedule. Book and pay at reception in advance. Users must be mobile and able to get in and out of the bus independently. An indemnity form must be completed and handed in at Reception. Users must be at reception at least 15 minutes before departure.
- Church Services:** English Interdenominational Service – Sunday at 09h30, in the Village Hall.
Afrikaans Interdenominational Service – Sunday at 17h00, in the Village Hall.
Catholic Communion Service – Sunday at 09h30 and 10h15, in the “Long Room” between Units 429 & 430 on the ground floor.
Bible Study: English. Thurs 10h00, in the Long Room. Afrikaans: Wed 14h30 in the Village Hall.
- Cleaners:** Book at reception. Maids provided for 1- to 2-hourly periods. Pay at reception with a credit card or arrange an EFT from your bank account. For private domestic employees, security clearance must be completed. The issuing of the clearance may be booked and paid for at Reception.
- Conduct Rules:** These may be found as Addendum A in “Schedule 1 – Company Rules” of the Olivedale Retirement Village “Memorandum of Incorporation” (MOI). Residents can familiarise themselves with these by requesting a copy of the MOI or asking for Pages 102 – 122 of this document to be printed for them by the Receptionists.
- Complaints:** In order to be attended to, any complaints must be in writing and handed to Reception addressed to the General Manager or sent by email to olivedale@trafalgar.co.za. Please do not complain to the Monitors or the staff of Service Providers.
- Convenience Shop:** This is located near Reception. Basic foods, cold drinks and sweets are sold. Use your Royal Olive Allxs card or bank card for payment. No cash is allowed. The shop is closed on Sundays, Mondays and all public holidays. Operating hours are from 10h00 to 12h00 and 14h00 to 16h00.
- Elderly Assistance Services:** There are numerous independent elderly assistance services available for residents who need assistance with basic support services, such as facilitating appointments, IT, medical needs etc. These are available for a fee. Contact details are available at Reception.
- Electricity:** The Pay-As-You-Go system is used. Purchase with electricity card at reception, at local grocery stores or using your banking app. The service provider is “Netvondor”; have your meter number handy (found on your “Cashpower” card). Punch in the numbers in the meter in your garage (houses) or kitchen (apartments). Please ensure that you have sufficient electricity should you be away for a period to ensure that your fridge or freezer does not defrost.
- Emergencies:** For any emergency, press your panic button which must be reachable. These are checked regularly by Security. The panic buttons work in one’s own unit ONLY. Security and Village Sister (week days) or Frail Care nurse (nights & weekends) will both respond. **Current personal and medical data must be available behind bedroom door in houses or behind front door in apartments in a plastic folder.**
- Food:** Menus for the dining hall are sent out electronically or placed in your post box at the end of each month for the following month. Visitors are allowed but must also be booked for in advance. Please refer to the current COVID-19 rules pertaining to the dining hall.
Book all meals at least 24 hours in advance at the desk inside the dining room using your Royal Olive Allxs card or online (booking instructions are available from the Restaurant). Add credit on your meal card using your credit card or an EFT from your bank account. Royal Olive Allxs cards are to be presented at the dining hall reception to receive your booked meals.
Meals are served daily in dining room: Weekdays 11h30 – 14h00, Saturday brunch 10h00 – 13h00. Sunday carvery 11h30 – 14h00. Prices are printed on the menus.
Takeaway pickup 10h30 – 11h30 and 14h00 – 16h00. Containers are charged extra (or bring your own).
Breakfast, coffee, sandwiches, and cake are served on order in the dining hall from 08h00 to 15h00. No booking is required. Prices are on the menus in the dining hall at the meal booking station.

- Gardeners:** Book at Reception for 1- or 2-hour periods. Pay at Reception with your Credit Card
- Hairdresser:** This is situated off the Village Hall to the left of reception. Tel: Ext 5496. Open on Tuesdays to Saturdays. By appointment only. Payment in cash or EFT from your bank account.
- Keys:** In case of emergency a duplicate set of front door keys to your unit **MUST** be kept in Frail Care. These keys are locked and secure. Please ensure these are available when moving in.
- Laundry Service:** Please phone the laundry company (Tel: 011 794-1312 or 076 412-1806) to fetch any laundry you may require to be done. This will be returned the following day. For payment details please ask the Receptionists.
- Library:** Books may be borrowed using an “honesty” system from the library on the ground floor near reception, plus the 6 small libraries in apartment areas. Afrikaans and foreign books are found next to the post boxes on the ground floor near the lift. Please return books by placing them in the box in main library. Suitable donations are welcome. Please - **No dumping allowed**.
- Monitors:** These are a group of Village volunteers. They oversee various sections in the Village. Their role is to welcome new residents, be aware of needs and offer information.
- Medical:** Village Sister - Weekdays 08h00-16h00. Ext. 5495. Office & Consultation room off hall to right of reception. The Clinic opens for 1 hour daily. The Village Sister attends to emergencies, performs periodic resident assessments, and provides routine nursing care (BP, medication assistance, glucose tests, blood draws, dressing changes, medical consultations, etc.) The service is free of charge, but any materials used are charged for. After hours: Frail Care # 5011/5462
The Village Doctor runs a clinic once a week every Wednesday from 12h00 onwards and will do home visits when needed. Clinic bookings require no booking, while bookings for the Doctor may be made in advance at Frail Care. (Frail Care Office Ext. 5010)
The Frail Care Operator provides a range of home care services. For details, please contact the Nursing Service manager for the Health Service (Matron). Should you use your own Home Care Provider, the General Manager must be informed in writing and an indemnity form must be signed by you. Security clearance must be provided. For 24-hour care by a private caregiver, written consent from the Home Owners’ Association must be provided in addition.
- Pets:** Up to two small dogs in houses, one dog in ground floor apartments. Approval is necessary for dogs – please register these at Reception. A valid inoculation certificate is required for every dog. Advise your Monitor who will have the details placed on the **Pet List**. This list merely ensures that there is a contact (friend, relation, neighbour) who will take care of your dog should you be indisposed. No cats, reptiles or insects are allowed; however, birds and fish are allowed. Please pick up your dog poop! No feeding of birds is allowed in the apartments. Feral cats are not allowed to be fed.
- Post:** Each unit has a post box in the Service Centre. Please check and empty your box regularly. If your letters do not have your unit number on them to facilitate delivery, they will not be delivered to your post box.
- Repairs and Maintenance:** Repairs and maintenance inside your unit is your responsibility. The Village handymen can assist with smaller projects – there is a nominal callout fee. Book and pay at reception. Reception has a list of providers for some larger projects. Repairs and maintenance outside your unit is the Village responsibility. Contact reception for any project which will make a change to the outside, e.g., sunscreens. Projects such as gas hob installation (in houses only) need management approval before these may be undertaken. In the apartments, the balconies may not be used for storage. No pots are allowed on the balcony walls or railings. In the houses the patios may not be used for storage.
- Refuse:** Apartments: On weekdays place your rubbish bag by 08h00 for collection **outside your unit door only**. Houses: The “Wheelie bins” provided are collected outside each unit on Tuesdays by 08h00. Use black bags for garbage and recycling bags for plastic, tins, and paper. Glass may **not** be placed in these bags but must be disposed of in the “glass banks” in the Olivedale Corner Shopping Centre. Disposable recycling bags are for sale at reception. Cash payments only.
- Telephones:** Internal use of your landline costs R50.00 per month which covers rental and service and is included in your levy; internal calls dialling the extension only are free. However, for external use, dial 0 to obtain an outside line. Airtime for these phones may be purchased at reception. Internal telephone list updates are available electronically or in hard copy format from Reception. It is advisable to keep some airtime on the internal telephone in case of emergency, e.g., if an ambulance needs to be summoned to your particular unit etc. To check the balance on your internal telephone, dial 0999#.
- Useful Information:** This document which you are reading. Please advise Vanessa Lohmann (Ext 5239) or Kay McCrindle (Ext. 5432) should you feel there is anything we should place on this sheet which has been erroneously omitted.