

# **SANTOS HAVEN GENERAL INFORMATION**



**SANTOS HAVEN is a Non- Profit Organisation with the Registration number 003/724 NPO.**

**Respects and Complies all aspects of the POPIA.**

*Santos Haven -  
for peace of mind*

Santos Haven was started as a Rotary project as far back as 1985. From the initial 50 cottages built in 1986, we have grown to 208 units/cottages with 2 Service Centres. The units/cottages consist of one-bedroom houses without a garage (bachelor units), one-bedroom units with a garage and two-bedroom units with a garage, many of which have since been modified. The two Community centres each have its own kitchen, dining room, community room, conference facilities, lounges and library while at the second phase there is a hairdresser. The 2 Sick Bays allows for 52 Sick Bay beds. The Frail Care Centre (Assisted Living) has 16 flats.

An investment in Santos Haven is in a Life Right system. The investment or endowment in Santos Haven is coupled to a unit and the Santos Haven Executive Committee determines the unit's price. Santos Haven will repay 80% of the initial endowment. The Committee may change the costing and the method of calculating the costing of the endowment from time to time.

Monthly levies are payable and contribute to the running costs of Santos Haven. The levies are payable monthly in advance. The levy includes (but it is not limited to) costs of a compulsory midday meal, limited gardening service, Municipal water, Municipal rates and taxes (excluding electricity), washing and ironing, a cleaning service, insurance, administration costs and security. Electricity is metered, read monthly and separately invoiced. The levies are revised annually at the Annual General Meeting, normally held at the end of June of each year.

When one of a couple residing in a unit becomes ill and goes into the Sick Bay or a Frail Care unit or passes away, the other may remain in the unit. When a resident's health deteriorates to such an extent that they become unable to look after themselves and one becomes a patient in our Sick Bay or Frail Care, he/she will have to pay a Sick Bay levy. The resident who remains in the original unit will still pay the monthly levy less the meal cost of one person and the Special Frail Care Levy. Medicines and medical costs are for the patient's own account while Santos Haven provide 24-hour professional nursing services. Each patient is required to choose his/her own doctor.

Residents may make use of the Frail Cares and Sick Bays on a temporary basis, for example when they are recovering from an ailment or operation. Should the resident's incapacity become permanent however, Santos Haven may insist that the resident move to the Sick Bay / Frail Care. We aim to keep a resident in his or her own units for as long as possible.

Once the transition is permanent, the Sick Bay / Frail Care becomes the resident's permanent residence.

Any further information can be obtained from the office, by contacting 044 693 0684 or E-Mail: [HYPERLINK mailto:santoshaven@mweb.co.za](mailto:santoshaven@mweb.co.za) [santoshaven@mweb.co.za](mailto:santoshaven@mweb.co.za) or visit us on our Website address: [www.santoshaven.co.za](http://www.santoshaven.co.za)

***Please take note that this is not a quotation, but merely a reflection of prices and costs applicable as of 1 March 2025 for illustration purposes.***

## **1. CONDITIONS FOR OCCUPATION**

- a. It is important to note that the Manager of Santos Haven does not have executive authority and is therefore bound by the decisions and approvals of the Executive Committee. This implies that all applications to the waiting list and **the allocation of units are subject to approval by the Executive Committee ONLY.**
- b. A unit cannot be allocated to anyone if his / her / their name is not on the waiting list.
- c. Prospective residents may not be younger than 60 years of age when taking up residency but may be much younger when putting their names on the waiting list.
- d. The Sick Bay / Frail Care's are very expensive to maintain. The Executive Committee reserves the right to insist on a medical certificate from the prospective residents before a unit can be allocated. The understanding is that a new resident(s) must under normal circumstances be able to live independently in a unit for at least three years before going permanently to the Frail Care.
- e. **Frail Care:** It is expected of prospective residents to live for a period of at least three (3) years independently in the unit before they may utilize the full benefit of the Frail Care /. Should a *new* resident have to go to Frail Care/ Sick Bay permanently before the end of the three-year period, they will have to pay a special tariff (as determined by the Committee). The present tariff is **R 11 500.00** per month for the first year, **R 9 500.00** per month for the second year and **R 8 000.00** per month for the third year. There after the standard Sick Bay levies apply.

## **2. THE PRICE OF UNITS IN SANTOS HAVEN**

The question most often asked is: "How much does it cost to get into Santos Haven?"

The size of units in Santos Haven all differ; therefor it is difficult to give an exact price for 1 bedroom or 2 bedroom units. The unit prices are for that reason calculated by the Executive Committee according to formula which takes into account the size of the unit, number of bedrooms, previous renovations, etc. The formula works out roughly to an average of **R 12 500m<sup>2</sup>** (the value as on 1 March 2025) but it is an average only; some units costing more and some less. The levies and the costing of the endowments are revised annually by the Executive Committee at the Annual General Meeting and the prices quoted herein are only a guideline.

The square meterage of the unit is determined by the total area of the floor space on foundations as per the original building plans and irrespective of whether the area is under roof or not.

A one-bedroom unit can cost between **R 600 000-00** and **R 1 300 000-00** depending on the size of the unit and a two-bedroom unit can cost between **R 1 200 000.00** and **R 2 200 000.00**, again depending on the size of the unit applicable (as on 1 March 2025).

## **3. SANTOS HAVEN RETIREMENT VILLAGE COSTS AND CONDITIONS**

### **a. The cost of Life-right**

**Santos Haven sells Life-right.** The unit you choose determines the cost of Life-right. The costing is presently R 12 500.00 m<sup>2</sup> (1 March 2025) calculated of the unit is determined by the Executive Committee and aspects such as the size of the unit, the renovations already done to

the house, the total foundation area of the house, etc. are all taken into account.

Additional to the cost of the life-right, residents must also pay a monthly levy to cover the running cost of Santos Haven.

**b. Monthly Payments**

**Levies**

The levy on the structure of the unit is also calculated according to the size (total area with a foundation and cement floor – with or without roof) of the unit and is presently calculated at **R 22.50 per m<sup>2</sup>**. The basic levy of a 100m<sup>2</sup> (as an example) unit will be **R 2 250.00 per month** (for the unit only and not per person plus meals, electricity (according to usage).

The basic levy is for the maintenance and service of the unit. It covers the weekly cleaning service, garden service, municipal levies, insurance, security, etc. Electricity is not included.

Because of Santos Haven's levy structure, a single person (or a person becoming single) will not be asked to move to a smaller or one-bedroom unit.

Please take note that this is not a quotation, but merely a reflection of prices and costs applicable as of 1 March 2025 for illustration purposes.

**Compulsory Midday Meal**

The midday meal is compulsory (with the exception of reasonable medical grounds and religious requirements) and is at present **R 75.00** per person per meal – **R 2 281.25** per person per month. Credit on meals may be given to a resident going away for four days or more from Santos Haven to a maximum value of **R 1 320.05** per month.

**Special Frail Care Levy**

Each resident occupying a unit pays **R 135.00** per month Special Sick Bay Levy as a contribution to the running cost of the Sick Bays. In return, Santos Haven allows each resident 30 days free stay in the Sick Bay per annum.

**Sick Bay Levies**

At present, all permanent patients in the Sick Bays who have been living for longer than three years in Santos Haven pays from **R 6 643.35** per month. This includes all levies and meals but not private medical, additional requirements like injections, wound dressings, swabs, etc. and other personal expenses.

**4. POLICY REGARDING UNITS**

**a. Getting on the Waiting List**

All you must do is to complete the attached application form and pay an **R 1 000.00** registration fee (*non-refundable*). If accepted by the Executive Committee, the applicant(s) name will be entered onto the waiting list and the applicant will receive a letter of confirmation thereafter.

**b. Selecting a Unit**

When an applicant is eligible for a unit and one becomes available, the applicant must look at the unit first. If acceptable, the applicant and Manager will discuss the price of the unit and all maintenance and repairs to be done by Santos Haven. The applicant has the right to refuse the unit without being penalized. If the applicant declines the unit, it will be offered to the next most

senior person on the waiting list. This refusal right remains irrespective of how often it is repeated.

**c. Acceptance of a Unit**

Upon acceptance of the unit, the full price of the unit becomes available upon the signing of the Agreement. The Manager arranges for the signing of the Memorandum of Agreement. Once this has been satisfactorily concluded and the unit is ready for occupation or after two months after the signing of the Agreement, then the levies become payable in advance, whether the resident moves in or not. Only after the full endowment has been paid into the account of Santos Haven, may residency be taken up. It is now that Santos Haven accepts its responsibilities towards the welfare and care of the resident (Sponsor).

**d. Cancellation Policy**

Please take note that, should you cancel your confirmation of acceptance to purchase a life-right prior to paying the endowment in full, Santos Haven may charge a reasonable cancellation fee taking into account the length of notice of cancellation, the reason for cancellation, the costs and expenses incurred in preparing the agreement, banking fees and the reasonable potential to find an alternate purchaser of the life-right.

**5. RESIDING AT SANTOS HAVEN**

After taking up residence, the Sponsor now lives in the allocated unit paying levies, which will then include the cost of meals. If a Sponsor becomes ill, he / she can temporarily visit the Sick Bay or Frail Care Centre. For 30 days per annum those visits are free except for the cost of breakfasts and suppers. When a medical certification confirms that the Sponsor Member has become so frail that he / she is unable to return to the unit, the Sickbay or Frail Care Centre becomes the Sponsor Member's permanent residence, and he / she prepares to vacate the unit. As soon as the unit is fully vacated the levy adjustment will follow. A resident may not occupy two dwellings at the same time for more than one month. The Santos Haven Constitution expands on this issue and is available for perusal in the office of the Manager.

**6. TERMINATION**

After the passing away of the longest living sponsor (resident) a minimum of **80%** of the initial endowment paid to Santos Haven is payable to the estate of that Sponsor. This transaction can only be concluded after receipt of the new Endowment from the next person accepting the unit or 4 months after the passing away, whichever is the shorter of the two periods. In the case of a resident living in the Sick Bay or Frail care, **80%** will be paid over to the estate once the necessary documentation has been received from the executor of the estate.

**7. MAINTENANCE**

Residents are responsible for the maintenance and upkeep of the inside of the unit and Santos Haven is responsible for limited interior maintenance above the ceiling and outside.

**8. PETS**

**STRICTLY NO PETS ALLOWED (CAT/DOG/BIRDS ETC)**

## **9. HOUSE RULES**

Together with each contract, new residents will have to sign for the receipt of a complete set of house rules to be used as a guideline for day-to-day living as well as the requirements for good governance of Santos Haven.

The Santos Haven Executive Committee may also make changes without prior notification to applicant on the waiting list.

- \* Applicants must accept the responsibility of keeping Santos Haven informed of the change in address or any other contact detail.**
- A copy of the Santos Haven House rules is available on request.**

# SANTOS HAVEN WAITING LIST APPLICATION FORM

APPLICANT

SPOUSE / PARTNER

SURNAME \_\_\_\_\_

FIRST NAME/S \_\_\_\_\_

FAMILIAR NAME/S \_\_\_\_\_

IDENTITY NUMBER \_\_\_\_\_

POSTAL ADDRESS \_\_\_\_\_

CODE \_\_\_\_\_

E-MAIL: \_\_\_\_\_

TELEPHONE: \_\_\_\_\_ / \_\_\_\_\_ CELLPHONE: \_\_\_\_\_

PLEASE INDICATE PREVIOUS / PRESENT OCCUPATION

PLEASE TICK TYPE OF ACCOMMODATION REQUIRED

2 Bedroom with garage \_\_\_\_\_

1 Bedroom without garage \_\_\_\_\_

1 Bedroom with garage \_\_\_\_\_

Required Date \_\_\_\_/\_\_\_\_/\_\_\_\_

## CONDITIONS

1. All applications are subject to approval by Santos Haven Executive Committee.
2. Nobody will get any preferential treatment for any reason.
3. The Committee reserves the right to insist on a medical certificate before allocation a unit.
4. Acceptance to the waiting list does not guarantee residence in Santos Haven.
5. There is a three-year waiting period before new residents can enjoy the full benefits of Frail Care / Sick Bay. Should new residents need the use of these facilities before the end of their third year of residency, they will be required to pay the daily tariff as determined by the Committee.
6. The Committee may ask for a financial statement before a unit is allocated.
7. Administrative fee for application **R 1 000.00**. (Non-refundable).
8. No pets allowed.
9. For more information, please ask for the latest set of House Rules.

SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

Please do not hesitate to contact us if you should require further details concerning facilities available, levies, unit prices, contracts, management structure or any other queries. We shall gladly assist you. Telephone number: 044 693 0684 / Fax number: 044 693 3027.

E-Mail: **HYPERLINK "mailto:santoshaven@mweb.co.za" [santoshaven@mweb.co.za](mailto:santoshaven@mweb.co.za)**

Post application to: The Office, Santos Haven, P.O. Box 11341, MOSSEL BAY, 6500

Banking detail / Bankbesonderhede:

Santos Haven  
Nedbank  
Account number: 1626011141  
Branch Code: 198765

**SANTOS HAVEN MARKETING**  
**THE PROTECTION OF PERSONAL INFORMATION ACT**  
**CUSTOMER PRIVACY NOTICE**

This Notice explains how we obtain, use and disclose your personal information, in accordance with the requirements of the Protection of Personal Information Act ("POPIA").

At SANTOS SHAVEN (and including this website, POPI Act-Compliance) we are committed to protecting your privacy and to ensure that your personal information is collected and used properly, lawfully, and transparently.

**About the Company**

SANTOS HAVEN

**The information we collect.**

We collect and process your personal information mainly to contact you for the purpose of understanding your requirements and delivering services accordingly. For this purpose, we will collect contact details including your name and organization.

We collect information directly from you where you provide us with your personal details. Where possible, we will inform you what information you are required to provide to us and what information is optional.

Website usage information may be collected using "cookies" which allows us to collect standard Internet visitor usage information.

**How we use your information**

We will use your personal information only for the purposes for which it was collected and agreed with you. In addition, where necessary your information may be retained for legal or research purposes.

For example:

- To gather contact information.
- To confirm and verify your identity or to verify that you are an authorized user for security purposes.
- For the detection and prevention of fraud, crime, money laundering or other malpractice.
- To conduct market or customer satisfaction research or for statistical analysis.
- For audit and record keeping purposes.
- In connection with legal proceedings.

**Disclosure of information**

We may disclose your personal information to our service providers who are involved in the delivery of products or services to you. We have agreements in place to ensure that they comply with the privacy requirements as required by the Protection of Personal Information Act.

We may also disclose your information:

- Where we have a duty or a right to disclose in terms of law or industry codes.
- Where we believe it is necessary to protect our rights.

**Information Security**

We are legally obliged to provide adequate protection for the personal information we hold and to stop unauthorized access and use of personal information. We will, on an on-going basis, continue to review our security controls and related processes to ensure that your personal information remains secure.

Our security policies and procedures cover:

- Physical security.
- Computer and network security.
- Access to personal information.
- Secure communications.
- Security in contracting out activities or functions.
- Retention and disposal of information.
- Acceptable usage of personal information.
- Governance and regulatory issues.
- Monitoring access and usage of private information.
- Investigating and reacting to security incidents.

When we contract with third parties, we impose appropriate security, privacy and confidentiality obligations on them to ensure that personal information that we remain responsible for is kept secure.

We will ensure that anyone to whom we pass your personal information agrees to treat your information with the same level of protection, as we are obliged to.

### **Your Rights: Access to information**

You have the right to request a copy of the personal information we hold about you. To do this, simply contact us at the numbers/addresses as provided on our website and specify what information you require. We will need a copy of your ID document to confirm your identity before providing details of your personal information.

Please note that any such access request may be subject to payment of a legally allowable fee.

### **Correction of your information**

You have the right to ask us to update, correct or delete your personal information. We will require a copy of your ID document to confirm your identity before making changes to personal information we may hold about you. We would appreciate it if you would keep your personal information accurate.

### **Definition of personal information**

According to the Act “**personal information**” means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person. Further to the POPI Act, COR Concepts also includes the following items as personal information:

- All addresses including residential, postal and email addresses.
- Change of name – for which we require copies of the marriage certificate or official change of name document issued by the state department.

### **How to contact us**

If you have any queries about this notice; you need further information about our privacy practices; wish to withdraw consent; exercise preferences or access or correct your personal information, please contact us at the numbers/addresses listed below.

Company Name : SANTOS HAVEN RETIREMENT VILLAGE

Company Tel : 044 693 0684



Company Address : 2, SCHOEMAN STREET, HEIDERAND, MOSSEL BAY, 6506  
Information Officer : SANTOS HAVEN MANAGER  
Information Officer Tel. : 044 693 0684  
Deputy Officer : NURSING MANAGER  
Deputy Officer Tel : 044 693 0684

We / I from \_\_\_\_\_ (Company / **Private person**) understand our / my right to privacy and the right to have my personal information processed in accordance with the conditions for the lawful processing of personal information and hereby give my consent to the Company to collect process and distribute relevant personal information where the company is legally required to do so.

We / I hereby understand and consent to the Company sharing my personal information strictly for the purposes hereof as set out above.

\_\_\_\_\_  
Full Names of Customer

\_\_\_\_\_  
Signature of Customer

\_\_\_\_\_  
Date