

## VVRA Newsletter November / December 2015

Dear Vorna Valley Residents

We are almost at the end of 2015 with Christmas waiting around the corner. We would like to wish each and everyone of you a wonderful festive season and if you are traveling, please stay safe on your journey.

Santa came to visit children all over Vorna Valley again this year. It is always an awesome experience to see the children's reactions when Santa comes to visit them.

Thank you to Mark McDonald of Firzt Realty for sponsoring the Santa event and for driving Santa around to all the children.

Thank you to Carol Barnes, Carol Thornton and Hein de Kock for helping make this a special event for Vorna Valley children.

Crime in Vorna Valley has increased, and we ask everyone to be vigilant and to make sure their property is secure.

There has been drug activity in Vorna Valley and we ask parents to please be aware of this as it could be one of your family members.

Join one of the VVRA discussion groups and the Alert groups to keep you informed or to inform others about suspicious incidents or issues that need to be resolved by COJ.

Whatsap 082 460 8662 with your full name, full street address and email address so that we can add you to these groups.

Together we can make Vorna Valley a better place to live in.

Vorna Valley had some issues this past month but thankfully most issues have been attended to.

The Pikitup strike was a major dilemma but collections should be back on track by the end of this week.

The gremlin of low or no water showed it's face again, but thanks to JWater this has been laid to rest again.

There was a major water leak on Van Heerden causing a loss of many 1000's of liters of water.

Please remember to report issues and send the reference numbers to [info@vvra.co.za](mailto:info@vvra.co.za).

It doesn't help if we complain about issue without actually reporting them. Never take it for granted that someone else will report it.

**The VVRA together with COJ are busy investigating all illegal building construction and illegal businesses in Vorna Valley. Such incidents have increased at an alarming rate, and it has even been found that some existing businesses have been running illegally for years. We urge residents to report new businesses starting up and building renovations as soon as possible as it become more difficult to deal with these situations the longer they take to be reported.**

***We will not reveal details of the complainant***

**Please email details to [info@vvra.co.za](mailto:info@vvra.co.za).**

### SANTA IN VORNA VALLEY



### WATER LEAK IN VORNA VALLEY



### Halloween in Vlei View.

Fun was had by residents in Vlei View for Halloween. They went trick or treating from house to house while ADT provided safety for the children and parents.



### Halloween in Vlei View



### Fibre to the Home - Vorna Valley

Link Africa have started the surveying of FTTH in Vorna Valley. We are excited that this is now well on it's way and that within the next 7 - 8 months everyone wanting Fibre to the Home in Vorna Valley will be able to connect with Fibre. So if you see the Link Africa vehicle, please note that they are there on behalf of the VVRA. If you are unsure, please feel free to whatsapp us on 082 460 8662.

Please also note that in some cases, Link Africa may need to enter private property to access the route where fibre will be go through. The VVRA will inform these residents when this will happen to get consent from these residents before hand. If you are unsure, please feel free to message us on one of the whatsapp groups. If you are not yet on one of the whatsapp groups, please whatsapp 0824608662 with your full name, full street address and email address so that we can add you to a group. If you do not use whatsapp, please email info@vvra.co.za with your full name, full street address and cell number so that we can add you to the mailing list.

The legal paper work for some major ISPs is still being attended to and once all the legal work is in place, a website will be launched where you can choose which ISP you want to use and what speed fibre you would like to have. Pricing will be similar to what ISPs offer other areas. (see links) <http://www.mweb.co.za/internet-connection/fibre/telkom/ftth-packages.aspx> and <https://www.voxtelecom.co.za/ftth>

Below are some FAQ's and price indications of ISP's. If, after reading these, you still have questions, please feel free to address them to info@vvra.co.za

### FTTH in Vorna Valley



The VVRA would like to put R10 000 back into the community. Please email your suggestions to info@vvra.co.za by the end of December 2015



### Illegal dumping of rubble in Vorna Valley

Dumping of building rubble has become rife in Vorna Valley. Any open piece of property gets building rubble dumped on illegally.

We ask Vorna Valley residents to be vigilant for such perpetrators and to report them immediately. Where possible send a photo of the vehicle with the registration number or just the registration number. (Report Illegal Dumping Call: Joburg Connect 0860 562874 / 011 375 5555)

You are also welcome to email info@vvra.co.za or whatsapp 082 4608662 with these details. This way we can follow up such issues.

Pikitup have committed to help the VVRA clean up such issues over the next few months so please report illegal dumping immediately so that JMPD can deal with these perpetrators.



## Frequently Asked Questions and Answers:

### 1. How much will it cost?

The FTTH packages offered could start at R539 pm with some special launch bundles offered by some ISPs.

The ISP will arrange for the installation from the boundary to your house – they have - designated installers available to do this kind of work.

Please check with the ISP for pricing as some include this cost in their installation cost and others exclude it.

There seems to be a very big difference in price between the services offered by different ISPs (e.g. Cool Ideas is offering a line speed of 50 MBPS, with no cap on the amount of data used for R799 per month, while Vodacom is offering a 40 MBPS line speed, with a 100 GB cap for R1199 per month). What's behind these differences and how should I respond?

ISPs are being charged some of the lowest rates in the country (if not the lowest) to connect customers onto the Fibre network. Some of them are passing that saving onto customers but others, at this stage, are not, or not as much. It is important to shop around and compare deals.

Fibre-to-the-home is a new service and time will tell how prices will respond to a large and growing market. In any event, it's possible that the cost of the packages being offered by some of the firms will come down over time. Bare in mind that the network is designed as an Open Access Network, which by its nature ensures that the pricing of services running over the network remain competitive.

### 2. What will happen to my email address?

You can keep your email address with just about all the ISPs even if you move ISP. There could be a charge for it; the going rate is around R10/ mailbox/month. If you have a personalized email address or a Gmail, yahoo or other such address, you will still be able to use it.

If you do have to change an email address, we would suggest that:

-You create a new account with a free email service like Gmail (e.g. frits.haas@gmail.com). You can create a Gmail account at <http://gmail.com>

-Forward or bulk forward all the emails you want to keep from your existing email

-Put a message on all your outgoing emails saying you have changed email address from to your new address.

### 3. What Line Speed do I need?

ISPs are offering line speeds of between 10 and 100 megabits per second (Mbps). Most current ADSL users are accustomed to something between 2 and 9 Mbps on lines that have often proved quite unstable. Whatever you choose, it's going to be very much faster. For streaming video, searching websites and email etc. the smaller bundles should be a good experience. If you have a demanding household with teenagers wanting to download videos or play online computer games, sometimes at the same time, faster services may add real value to you.

### 4. Capped vs. Uncapped?

As is the case with current ADSL connections, FTTH customers can choose between generally costlier uncapped or less costly-capped services.

The choice facing you is much the same and is based on your likely data use and cost.

If you start using the Internet more extensively i.e. start downloading HD movies, you may use more data than you did in the past. If you can pick a cap limit you may find that capped services are cheaper than uncapped (though check the deals from ISPs). If you choose an ISP that lets you change your cap month to month and which offers to warn you when you are close to your cap, having a capped service may be a good deal.

Even on a capped service you can buy additional data, often at a fraction of the cost of data on the Telkom network.

### 5. What guarantee do I have that the network and the ISPs services will be of a high quality?

The quality of service for all ISPs will be the same on the network that runs through VVRA and to Teraco and that quality of connection is likely to be excellent in comparison to ADSL services.

Each ISP connects from the network out onto the Internet. Once a range of ISPs are up and running we should be able to run tests to see who is doing best.

### 6. Will I be able to replace my Telkom landline using FTTH?

Many of the ISPs are offering Voice Over Internet Protocol (or "VOIP", telephone services at an additional monthly and per minute charge (both lower than Telkom rates), using special (but uncomplicated) desk or cordless phones. If you chose this option, you'd be able to cancel your Telkom contract. You should also be able to transfer your Telkom number. You can ask your ISP about this.

### 7. If I find that my ISP isn't living up to its promises, what can I do?

As you'll see, many of the ISPs are proposing monthly contracts, rather than the longer contracts offered by cellular companies. Put simply, if they don't perform, you can end the contract within a month and switch. That's the advantage of an open access network.

### 8. Will the network benefit the suburb as a whole?

We believe so. As well as offering homeowners new and better services, we are working to create public Wi-Fi access points so that those who work and reside here who do not have access to fibre to the home will also benefit from Internet access. Fibre will also bring opportunities to the business community in VVRA.

### 9. What is the relationship between the resident, the VVRA, the ISPs and Link Africa?

Acting on behalf of its members and the customers of the FTTH network, the VVRA negotiated a Memorandum of Understanding with LA. These are the critical terms of that MOU:

9.1. LA will construct and maintain the fibre optic network with committed response times to repairing faults on the network.

9.2. LA is required to have an Open Access Network. This means that any ISP must be allowed to offer services to VVRA residents using the network, and be charged on the same basis as other ISPs. This ensures real competition between the ISPs.

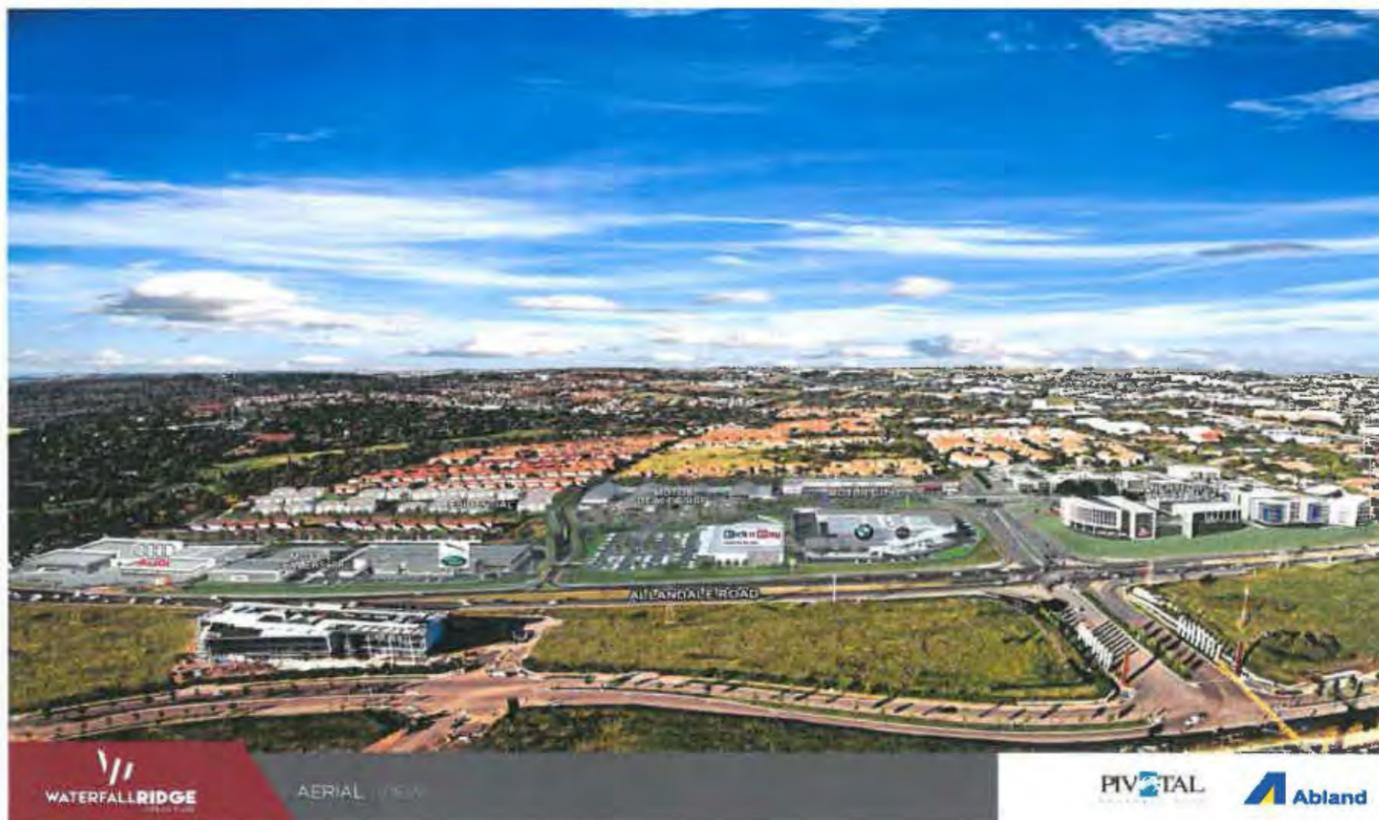
The VVRA, councilor James and a few Vorna Valley residents attended a public meeting with Abland to discuss issues around the future development of the open land between Harry Galaun, Allandale and Pretorius Road. Any one wanting more details, please email [info@vvra.co.za](mailto:info@vvra.co.za) and we will email you the presentation from Abland. Any objections to be sent to the same email address as soon as possible.

**ABLAND NEW DEVELOPMENT**

**CONCEPTUAL SITE DEVELOPMENT PLAN (PLAN 4)**



**ARIAL VIEW OF THE CONCEPTUAL DEVELOPMENT (PLAN 5)**



**Our Sponsors**

Once again a big thank you to our regular monthly sponsors: Wendl Redl from Harcourts Residential Properties, Steven McLaren of Platinum Residential, Danny Maduray of Ria Sebetsa, Rob Jones and Nina Baron of Keller Williams Ultimate. They each sponsor a day a week for our weekly cleaner. Mark McDonald of Firzt Realty who sponsored gloves at the Vlei Clean Up and the suit and transport for the Santa event. We would also like to welcome Zotec Developments for coming on board, sponsoring a cleaner twice a week. Our cleaner tends to the gardens, picks up litter and takes down illegal signage. Also, thank you to Heaven's Kitchen for supplying our cleaners with lunch and the Vorna Valley Shopping Centre for using our cleaner to keep their pavement clean and tidy. If there are any other companies that would be willing to sponsor the VVRA in any way, please email [info@vvra.co.za](mailto:info@vvra.co.za).



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We would love to express our gratitude to the community of Vorna Valley for all the support given and confidence shown in us during 2015 and to the VVRA for all their hard work in making Vorna Valley a better place to live and work

## THANK YOU TO:

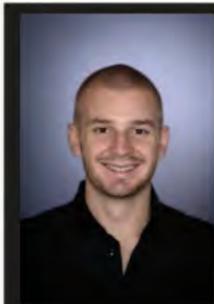
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It is always a privilege to be part of this important move in a clients life.

We would like to wish you relaxing occasions with family and friends, awesome holiday memories and safe travels.



# PLATINUM

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083 233 8888 | [steven@platinum.co.za](mailto:steven@platinum.co.za)

STEVEN McLAREN

[platinum.co.za](http://platinum.co.za)



Good Day,

With the festive season around the corner, criminals are now finding means to get what they want.

Attached is a picture of a complex's electric fence structure being held by 2 sticks in order for criminals to gain access into the complex undetected. Also note that this perimeter wall has 2 electric fences on it.

Residents are to ensure that their electric fences are working at all times and to inspect the Fence and Energizers on a daily basis.

Be safe this festive season.

Regards,

For any further information, clarity, concerns, suggestions or assistance please feel free to contact US.

Ria Sebetsa Security Services  
Communications  
(Tel) 011 315 9956  
(Fax) 086 760 9892  
e-mail [dannym@riasebetsa.co.za](mailto:dannym@riasebetsa.co.za)  
web [www.riasebetsa.co.za](http://www.riasebetsa.co.za)



"WE ARE WORKING FOR YOU"

**QUICK LOG GUIDE**



**SAPS - Midrand**

011-347-1600 - Station  
SAPS Sector 2 - 071-675-6110  
SAPS Sector 2 - 071-675-6111  
Police Emergency - 10111



**Midrand Fire Department  
and Ambulance**

011-375-5911  
10177



**Joburg Water**

011 375 5555  
customerserviceemails@jwater.co.za

SMS LINE 082 653 2143  
Tip-offs Anonymous  
0800 00 25 87  
SMS 32840  
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anticorruption@tip-offs.com



**City Power**

011 375 5555  
0860JOBURG - OPTION 2  
<http://citypower.mobi>  
[www.citypower.co.za](http://www.citypower.co.za) and click "Fault Reporting"



**Joburg Road Agency**

0860JOBURG - OPTION 5  
011-298-5001  
hotline@jra.org.za

Find&Fix Mobile App  
<http://www.jra.org.za/index.php/find-and-fix-mobile-app>



**Pikitup**

0860 JOBURG /0860 56 28 74  
011-375-5555  
Info@pikitup.co.za  
Joburgconnect@joburg.org.za



**City Parks**

0860JOBURG - OPTION 0  
011-712-6600  
Environmental Crimes and Incidents  
Hotline on 0800 205 005



**Joburg Metro Police Department**

011-375-5911  
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ANTI-FRAUD HOTLINE  
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