



Co Reg. 2001/000705/08

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Main Street Hoedspruit

Tel: 015 793 0267  
Fax: 0866 840 514  
Email: [admin@raptorsviewhoa.co.za](mailto:admin@raptorsviewhoa.co.za)

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Dear residents,

We are currently reviewing and streamlining our communications processes. This is being done to cater for the increased flow of correspondence due to the higher number of residents that reside on the estate.

Below are the various channels currently available for residents' use.

- General queries:

For all general day to day queries you can continue to use any of the following methods:

- In person visits: the RVHOA offices during office hours Monday to Friday
- Telephonic: 015 793 0267
- Email: [generalmanager@raptorsviewhoa.co.za](mailto:generalmanager@raptorsviewhoa.co.za) – James Cary  
[admin@raptorsviewhoa.co.za](mailto:admin@raptorsviewhoa.co.za) – Vanessa Berlein (Admin & Finance)  
[info@raptorsviewhoa.co.za](mailto:info@raptorsviewhoa.co.za) – Wilna Mew (Contractors)

- After hours and emergencies:
- Duty manager: 071 675 2525 (voice and WhatsApp)

- Suggestions:

Any resident who has a suggestion to improve the estate is requested to complete the attached template and email it to [suggestions@raptorsviewhoa.co.za](mailto:suggestions@raptorsviewhoa.co.za). All suggestions are logged, and receipt will be acknowledged. Once each suggestion has been considered the resident will receive a response detailing the outcome of their suggestion.

We are adding one new channel.

- Directors:

Any correspondence that is for the attention of any of the directors needs to be sent to:

- Email: [directors@raptorsviewhoa.co.za](mailto:directors@raptorsviewhoa.co.za)

We kindly request that residents refrain from using directors personal email addresses. This is for several reasons, the most important being that if directors hold estate related correspondence in their personal email addresses it may potentially become lost to the estates records once the director is no longer on the Board. Only emails to the official directors' email address will be responded to. This will ensure that a central record of all communications remains available to RVHOA.

*Directors: J Bellew; R Braun; C Gregory; L Henderson; M Oeschger (Chairperson); A Patten*

Use of the directors' email address should be restricted to matters that are specifically for the attention of the directors. Receipt will be acknowledged and the content reviewed. If the content is something that should be addressed by management, the email will be forwarded to the appropriate staff member for action and the sender will be notified accordingly. Alternatively the sender will receive a response to their correspondence from the directors' email address once the content of their email has been considered.

RVHOA board

9 April 2024