



INGWELALA



INGWELALA SHAREHOLDER RESEARCH

2017

VERBATIM COMMENTS

Verbatim Comments

OVERALL

Reasons for NOT using the Sibon accommodation:

Getting a booking is very difficult. Perhaps it people should take turns, as the same people seem to get recurring bookings.

No need.

If it was possible to get a booking

Never been available when we wanted it.

do not visit regularly enough to need larger accomodation

Availability

never had the need to use it and booking has to be too far in advance

I use it often

Time!

Difficulty to pre-book desired dates

Too big for routine visits Too small for a major celebration

I do not the fans as I don't think they are properly effective. There could also be solar power as a backup if the electricity goes off

Do not have enough people to fill the rooms. However it is a great place and have been very impressed with the facility.

Availability - so difficult to get bookings

Not necessary

Mostly fully booked months in advance.



Verbatim Comments

OVERALL

Reasons for NOT using the Sibon accommodation:

No need.

very difficult to get a booking and also feel the accommodation and bathrooms are not great for entertaining guests fine for family.

Not applicable

Difficulty in obtaining bookings

Expensive I only have used it for special occasions like birthdays

Sibon is generally booked up well in advance and more often than not is not available when trying to book

Never available - booked up a year in advance

No need.

can't get booking

No need.

Like all our cottages Sibon is a neglected 1940s Kruger style mess and they all need complete renovation and redecoration before we would even consider having friends stay at Sibon or any of the horrible cottages Why don't we get Kathryn Parker and Francois to fix these places up so we could use them and Ingwelala could charge more money for them and we at least would be making the most of what we have instead of putting up new camps while what we already have is left to wrack and ruin. Fix up the cottages and Sibon and charge accordingly it is way over due.

Not easy to get a booking when you would like it. It needs an upgrade by now

Dont need the additional facilities

Normally fully booked way in advance.

no need



Verbatim Comments

OVERALL

Reasons for NOT using the Sibon accommodation:

Difficulty in securing desirable or convenient dates

Only used on special occasions.

Always fully booked at times I have considered booking

Accommodation is badly configured, in terms of beds and showers. Last time we stayed the hut had holes in the walls, the plumbing burst in one chalet due to poor maintenance, which appears to be the general situation.

No need to use the facility. It should not be used for commercial purposes

Prefer to use our own unit

The cost to the private member (as opposed to company usage) is far too expensive. We have heard rumours that members are using this facility for commercial purposes

Availability

Usually have sufficient own accommodation

No need yet, will maybe use in future

Expensive. I would only use it for special occasions like when I had my 50th there. I will use it again for such functions. I think Raymond is brilliant and does an outstanding job. But the vehicle came with problems and the radio should be changed..

difficulty in booking the dates we want

We only like small groups and our bungalow is sufficient.

Not needed that number of beds for a visit up to this time.

Difficult to get a booking unless you plan way in advance and this is not always possible.



Verbatim Comments

OVERALL

Reasons for NOT using the Sibon accommodation:

Always booked

Usually use own accommodation

Expensive Always booked up

never had the need, but as our family is growing we will use it in the future.

Not applicable

Availability

Generally overbooked, and peak time cost

Dont book early enough

Own bungalow meets our needs

so hard to find availability:)

Rather expensive over the weekends.

Don't have need for it. (Yet)

Never had the necessity to use it

I live in W Cape, Access to Ingwelala limited

Fully booked

It is always booked



Verbatim Comments

OVERALL

Reasons for NOT using the Sibon accommodation:

Would like to use more often however lack of available dates prevents us from doing so.

The gameviewer vehicles are in poor condition, as they do not have any maintenance time before the next group move in- I am sure that newer vehicles could be acquired from the profits being made?

Difficulty in getting a suitable booking



Verbatim Comments

OVERALL

Reasons for NOT using Hornbill, Guinea Fowl and Francolin Cottages:

The fans need to be fixed.

Don't invite more people than we can accommodate in our own bungle. We do however often consider it as an option when planning family events.

Never needed to.

Have not had the need.

Never needed to use them.

Units need maintenance ie: sliding doors, taps etc

Have not had reason for additional accomodation

These cottages really need to be upgraded and not just with another layer of paint. Facilities are also getting really old. Stove does not work, fridge door does not close properly

No need to use until now. Maybe with Work Parties - Uwe Hohl. As discussed with John Llewellyn.

No reason to use it up to now. I did consider using it once when it looked like I had more guests than room available in my Bungalow but there were cancellations. When my Bungalow was flooded I had offers from two farms outside of Ingwelala and several Members in Ingwelala to use their bungalow therefore again there was no reason to use Ingwelala's facilities.

Never required

Don't need to use

We stay at Sibon, but have booked two for overflow for family from overseas in December

Have sufficient bungalow accommodation through other members when we have extended numbers of guests

will do for guests in future



Verbatim Comments

OVERALL

Reasons for NOT using Hornbill, Guinea Fowl and Francolin Cottages:

Own usually sufficient

we only take enough guests who we can accommodate in our unit

I use it

I have my own farm.

Not applicable

do not bring extra guests

Not really...no need to make use

never needed my house is big enough

Just never needed to.

Never had the necessity

No need

Never been required

No need to use them

Very poorly maintained



Verbatim Comments

OVERALL

Time preference for availability of services:

as is

According to season and holidays

Open the petrol station at 6:30am Be able to purchase wood at the guard house after hours

Happy with service times! One bag of wood at the gate (like ice) would be nice.

happy with hours

extended times in peak season

Current times are good

Saturday afternoon 2 - 4pm (Shop only) Sunday to 1pm (Reception & Shop)

as provided. no need to change.

I believe the times are adequately serviced

same

08:30- 12:30 and 13:30 - 16:30 daily including weekends

All services at Ingwelala should be run for the benefit of the members and not to suit the management and staff. Services should be available 7 days a week from 08:00 - 17:00 during peak times (school holidays/weekends/long weekends) and 08:00-12:30 and 14:00-16:30 during quiet times (out of season - during school terms and during the week) Staff can be rotated to keep the services open without expecting any staff member to work longer than their prescribed hours per week by giving them the time off when the farm is quiet to compensate for the hours worked.

times are fine as is

Saturdays and Sundays to stay open till 14:00 at least



Verbatim Comments

OVERALL

Time preference for availability of services:

Happy with current hours

As Now

shop hours over week-end need extended

The current hours are acceptable

I answered that we think the hours are acceptable

Services should be available to members when members most need them i.e. most members use the pool between game drives, yet the shop closes between 12:00 and 14:30. This is plain wrong.

happy with current times

as is

VERBATIM

The times are fine I just forget from one trip to the next what the exact times are!

as is

The shop a little longer

Possibly extended shop hours over school holidays

To 2pm on week-ends

14h00

Extended times on fridays and weekend



Verbatim Comments

OVERALL

Time preference for availability of services:

During holiday periods- should have extended hours. Normal weekends should have extended hours- as in previous years

Fine as they are.

Happy with the hours as they are

as is

Fine

Service times acceptable

as provided is ok

As per the present times

As currently available

Present arrangement is fine

Hours are acceptable

Happy with the hours

Remain as is. This is not a hotel resort or vakansie oord

Happy with the current times

the hours are acceptable

hours are fine



Verbatim Comments

OVERALL

Time preference for availability of services:

As is

More and quicker service is needed during peak times

as is

Saturday should be treated as a normal working day with appropriate time given off to staff during the week. Closing time of the office on Sunday should be 1pm

Quite happy as they are

maintain as at present

times are acceptable!

08:00 - 12:30 and 13:30 - 16:00 Daily

Happy with current times

Fine as is

Happy as they are

8 to 4

Happy as they are

In high season a bit longer on a Sunday

Fine as they are.

Open 8am to 5pm including public holidays and weekends



Verbatim Comments

OVERALL

Time preference for availability of services:

Acceptable

shop can be open a bit longer

We find the times acceptable

Shop service available on Saturday afternoons for drinks and icecreams especially for children and most especially over busy holiday periods.

after brunch 11.30 on

Petrol station should be open for longer periods on weekends.

longer hours don't close at lunch over the weekend

Times are fine as is

Ingwelala is in the hospitality business where majority of usage and services required is over weekends. All services should be provided all day (less lunch hour) Saturday and Sunday then reduced times during the week where Ingwelala staff take their (weekends) time off. Wednesday could be open morning only and Tuesday/Thursday could be open similar to the current Saturday working hours.

We feel the 3 hour midday break is too long.

It would help to have more staff on duty during peak periods. They should rather take leave during the quieter periods. Extended hours during peak periods would be helpful, especially when visitors are all trying to check out in the early mornings.

Times are ok for me.

no problem with the hours as it is presently

Times provided are fine

Shop should be open over long weekends and during school holidays on a Saturday afternoon until say 4.00pm



Verbatim Comments

OVERALL

Time preference for availability of services:

The weekends should be used mostly and times extended. Maybe more staff time on other days.

Acceptable

I am happy with the times

08h00 to 17h00 weekdays 08h00 to 14h00 weekends NOTE: If wood and charcoal could be purchased purchased all-hours, such as the ice can be at the entrance gate, then we would be willing to consider some flexibility. Basically, we would prefer it if the shop, petrol station and wood/charcoal depot we open during the times members are not out on game drives, which for our members are 04h00 to 08h00 and 16h00 to 24h00.

not applicable

acceptable

As is

Refer to page 16

The existing times are adequate

Everything should also be open on a Saturday afternoon. That is one of the Busiest times and it is closed!!!! That is unacceptable!!!! I feel very strongly aboutthis.

Ave adapted to the hours

Have got used to the available hours but the busy times are definitely over the weekend when hours are much more limited for understandable reasons

Fine as they are

Shop after hours when hot and large number of people using pool



Verbatim Comments

OVERALL

Time preference for availability of services:

Shop should be open at the weekends for guests to utilize up until 4pm, and also at lunchtimes when service is required by those at the pool etc. This should be a service provision for members and their guests, not open just at convenient staff times.

times are fine as is

Current times are sufficient

v

not overly concerned

current times are ok

its OK

No Change required

Shop should be available on Saturday afternoons to pool users

longer shop hours on sundays in peak season only

Happy with current times

We agree with current hours - the staff need to have a break

They are fine.

Okay as is

Don't have a problem

Current timing works in most instances.



Verbatim Comments

OVERALL

Time preference for availability of services:

Happy with it

fine as they are

Hours acceptable

Acceptable as is

only the shop, 8-5 OR 8-3 during School holidays , even if it means extra staff os salaries.

acceptable

I am happy with the times that services are available at present

Our suggestion is that they stay as they are.

Times are more than acceptable

8 - 5

Ok as is

Current times are acceptable

Current times are acceptable

Current hours are fair to both members and staff.

As is.

Has improved over the last 18 months. Open during busy times would be appreciated.



Verbatim Comments

OVERALL

Time preference for availability of services:

Weekends and holidays shop should be open the whole day, as well as petrol station

Just fine

current times are fine

Devolve the power for issuing control gate passes to security at the entrance gate after hours.

as they are

As is

Happy to work around the existing times.

As is.

Acceptable

As is.

Current times are acceptable

hours are fine thank you

There is enough staff to provide a full day service at all services so that members can get help over the lunch period when we are not on game drives. Weekend hour are also way to restricted. Good opportunity to provide a coffee bar at the pool and recreation area.

as is

As is at present

Stay open when the Member area is busy.



Verbatim Comments

OVERALL

Time preference for availability of services:

7am to 8pm

all ok

I find it acceptable therefore wont make a suggestion!

8 to 12. 2 to 5

As is.

Wood to be available after hours. Sat afternoon shop and fuel open till 15h00

Verbatim Comments

OVERALL

Reasons where Service and General charges are not perceived to be reasonable:

R100 for a gas light is very high. The cleaning is also a bit high for the quality of the clean.

an after hours call out is usually an emergency so quite expensive

Maids rates are getting too high even for part time staff and when compared to even places like Johannesburg.

Expensive

Bungalow Cleaning Services as well as Laundry Services are very high if you compare with outside prices and the quality of the service. Hardly any visible supervision.

Not applicable

Happy with it

Ingwelala charge JHB (high) rates while they incur lower Lowveld costs and provide Lowveld (sub standard) quality work. I am not referring to the shop, which I think all considered is reasonable. Mark ups are high for example I was charged R850 for a fuel pump that was selling in Hoedspruit and JHB for R500. I will only use Ingwelala when I have no choice. I have noticed many members take their vehicles to Hoedspruit to be serviced.

feel that the cost of a char is very expensive per hour

I believe all charges are realistic barring cleaning fees. I dont make use of all cleaning services but skimming through the list they are high considering the QUALITY of service received. Pre cleans are very expensive and minimal. On more than one occasion I have had to re clean the unit after a pre clean and have swept up an entire dustpan. If I have a lady doing a pre clean and I choose to spend a portion of the allocated time cleaning the windows this should be included not charged over and above (own detergent supplied) I would make better use of the cleaning services not if it was cheaper but if it is more thorough.

We only have a concern for the charges levied for out-of-hours emergency assistance, given that there is always a duty manager available 24/7/365. Perhaps assistance costs on a sliding/severity scale could be considered?

The increased commercialization of ingwelala has seen a steep rise in charges for facilities well beyond inflation. This leads to unacceptable high levels of employment, increasing development etc. We should move away from commercialization for profit to a 'non profit for members' philosophy



Verbatim Comments

OVERALL

Reasons where Service and General charges are not perceived to be reasonable:

They are sometimes quite high compared to what is charged at home.

Prices sometimes seem high when compared to similar at home

shop on non-profit basis ?????!!!

Fair to recover costs and markup to cover overheads.

Ethos of Ingwelala used to be to help the members, therefore basic services/advice should not be charged for.

Ice and wood far too expensive and quality of wood not good

More supervision on cleaning

laundry charges are too high

I disagree that members have to pay for gate fee's at Ingwelala as any entrance fee should already be covered in the levy which is also very high. I agree that their guest have to pay as they are only visitors. Service charges are also very high for quality of work performed.

b

Spares costs very high. A mark up is expected but not as high as Ingwe increases the price.

Repairs to a leaking toilet seemed excessive, as the inner float valve was charged but not replaced? Only the isolating valve and stainless supply pipe needed replacing

Wood, cleaning is way out to expensive. Afterhours call outs are to expensive

not applicable

cost per hore for basic chore work is high



Verbatim Comments

OVERALL

Reasons where Service and General charges are not perceived to be reasonable:

yes

The call -out charge is ridicules high. And the service from maintenance is poor

Charges are too high.

The cost per Char per hour is high and therefore sometimes prohibitive. A lower hourly rate would increase frequency of use of this service.

Have no idea about the financial viability of each of the service providers, therefore unable to assess. No budgets are presented to members for review and approval, or explanations given for rate increases. They just go up every year.

Expensive

Shop is extremely expensive.



Verbatim Comments

OVERALL

Additional items which members would like the shop to stock:

More biltong

Bird, animal and tree check lists

A variety of gas light spares

common spares for cars and buildings shop often runs out of eggs, chips, bread in peak times

Just the simple basics of food, drinks, cleaning materials and first aid items.

fresh veggies and fruit if necessary to order

Additional suggestions (in no particular order): Batteries; Outdoor Goods; More Ingwelala Branded items; etc, otherwise, we are completely satisfied with the offerings.

Cappuccino Sachets, Biltong and Johnnie Walker Black Label Whiskey

Well stocked. Always nice to have different unique branded Ingwelala items. The shop has had a great variety over the last two years - well done. Ice price is a bit high!!!!

Fresh Vegetables, Fruit and Salad

Citronella candlea, amarula

Bread on a continuous basis and not just on Thursday.

Kewl clothes, current stock is very ou does.

onions, potatoes, some fruit from the area, avos

Bread and Fresh vegetables?



Verbatim Comments

OVERALL

Additional items which members would like the shop to stock:

Not sure if its feasible but fresh items such as yoghurt, fruit and veg especially during the long April and December holidays would be nice.

spices, basic greens

2 lt colddrinks

Stock items are reasonable - this is not Woolies

We had a few earlier in the year but can't remember what they were now.

The shop should have a greater range of food, wine and general hardware which should be advertised to members.

1. In busy periods like December perhaps some more regular fresh Bread/Rolls. 2. Slip slops - these often break or get lost - just something that will prevent a trip into Hoedspruit. 3. Malaria medication that was mentioned in the members evening talk by the Doctor.

Tubs of ice cream for desert. Mantles for gas lights inside bungalow. More variety of gifts suitable for young grandchildren.

More fresh goods and foodstuffs

Fresh fruit

Adequate

more meat. today only pork and boerewors available.

Happy with the items on sale.

lettuce and fruit and some veggies if possible

regular supply of fresh bread, milk, cheese, eggs

yoghurt



Verbatim Comments

OVERALL

Additional items which members would like the shop to stock:

Some prices seem to be excessive e.g. packet of bacon.

Regmakers like Enos and Disprin.

Regmakers like Enos and Disprin.

Regmakers like Enos and Disprin.

Biltong

Regmakers like Enos and Disprin.

No problem with current stock

Happy with what is there

fresh products

Bread rolls

Soft Serve machine

Basic Vegetables

Iced zoo biscuits; biltong; Tanqueray gin

Satisfactory

Gas fittings, like mantels and regulator washers

Enough as it is



Verbatim Comments

OVERALL

Additional items which members would like the shop to stock:

better range of clothing

More bread & cokes in peak season. wet wipes ,a better range of clothing e.g. t.shirts

spotlights

Basic medical supplies

Fresh bread rolls, milk, vegetables

More food, meat. Often no eggs and other basics

Current stock is fine

Basic restaurant during peak season offering toasted sandwiches/ hot dogs / boerie rolls

Gifting (mainly), better quality meat, larger assortment of snacks

Fresh produce



Verbatim Comments

OVERALL

General suggestions in terms of the shop:

Better operating hours especially over lunch and on weekends and public holidays when we are actually there

Satisfactory

The goods available for sale in the shop should be priced the same as prices one would pay for these items in Hoedspruit. The premium one has to pay for necessities - in the unfortunate event of needing such - is punitive! If the pricing of beer and wine for example were the same as Hoedspruit we would buy from the shop and not bring our stock with us.

shop is excellent

Onions Potatoes Tomatoes

Would like to see memorabilia and Ingwelala clothes to be in stock during peak season when our visitors want to spend money there. Find that stocks arrive after the event.

Happy with it

Stay open more

Members should be able to order from the shop before they arrive and there should be a delivery service so that late arrivals will be catered for.

Round off the prices. R36.20 or R 17.10 is not a price point.

Filter Coffee service?

Provide seasonal and updated clothing during the year at reasonable prices.

weekend hours should be extended

I like the shop as it is. Joyful and Dollar do a great job.

The shop should stay open longer over busy periods- SA rugby matches



Verbatim Comments

OVERALL

General suggestions in terms of the shop:

same office hours as reception

remove the TIP box from counter. staff should be more helpful.

We believe that Ingwelala should open a small cafe near to the pool/administration centre, which could offer teas / coffees; milkshakes / smoothies; burgers / hotdogs; sandwiches / pies / salads / fries; etc, especially and if only at peak usage times. Perhaps this could be operated as a concession?

I think the shop needs more tills as often long queues and I do feel the shop is operated to suit working hours of the staff and not the members

The shop as described in point 56 'is run for the convenience of members'. At present the shop and other services are NOT run for the convenience of members but are run for the convenience of the management and staff. Question 56 is 2 fold, YES the prices are fair but NO it is not run for the convenience of members. If it was the opening hours of the shop would be totally different, it would be open from 08:00 - 17:00, 7 days a week. The service hours of the shop, office and petrol station need to be addressed to be run for 'the convenience of members'!

To be able to pay by credit card in the shop and not having to go to Reception to do so.

The shop should be open for the benefit of members and not only be open to suit the management and staff. The Shop should be open every day, throughout the day. Shop staff can be rotated where necessary and instead be given time off during the week when the farm is quiet.

Shop/office/petrol station should be open for the same hours over the weekends as during the week.

Open longer when weather is hot and many guests at pool

Staff inside the shop is rather unhelpfull

The current shop is more like a tourist resort shop with the greatest volume of goods being non essential items. Such as clothing and souvenirs.

Generally serves its purpose

Ingwelala branded t-shirts and caps could be more understated than the current stock on offer. Particularly in adult sizes.

wood for sale at the gate like ice



Verbatim Comments

OVERALL

General suggestions in terms of the shop:

The shop needs to be available to members at peak hours i.e. when the pool is being utilised over lunch times. Why can't staff rotate their 2 1/2 lunch time?

To be able to pay by credit card in the shop and not having to go to Reception to do so.

To be able to pay by credit card in the shop and not having to go to Reception to do so.

1. The shop could allow for orders that could be collected the next day. This would provide additional revenue for the shop and increase convenience to users. 2. During busy time, keeping the shop open or limiting the lunch time closure to one hour would be preferable to the long lunch break.

More local crafts and more books

Is it necessary for two shop assistants to be on duty at the same time, maybe flexi hours so that shop can stay open longer and not be tied to reception

stay open later to accommodate game drives

Perhaps have a suggestion book which people can fill in when they want something that is not available, which they will forget about later.

happy with the shop.

To be able to pay by credit card in the shop and not having to go to Reception to do so.

It should be runs as a business with it's own cost centre.

A lot of space is devoted to liquor stocks and fancy gift-type goods. Perhaps this should be evaluated going forward.

If viable: more fresh products, eg.. eggs, bread/rolls, long lasting vegies; ie potatoes, onions etc.

Open for the convenience of members and their guests during peak pool times i.e.. lunchtimes and particularly at holiday weekends.

Fresh products on orders only, once a day delivery during December and April

Happy with the shop, its opening times and stocking.



Verbatim Comments

OVERALL

General suggestions in terms of the shop:

The main item I buy is ice. Its not cheap and sometimes the bags are bit on the small side obviously depending on the supplier being used at the time. Also in August there was a batch of ice that was hollow in the middle it melts very quickly and its not as hard as some of the ice supplied.(depends on the amount of air the ice machine can remove from the water)



Verbatim Comments

OVERALL

Additional feedback on Ingwelala:

tennis court needs maintenance gate levy s/b reduced in/out of school holiday times to entice more visitors in off seasons strive to maintain simplicity and African vibe/charm and manage utilisation

Please can we upgrade the runway.

Ingwelala for us is not just a bush holiday. It's an entire experience of pitting oneself against the harsh elements and finding ways to be successful. It wouldn't be more attractive if it were more luxurious as this would detract from the primitive atmosphere that we love. The less there is, the more we enjoy it, and we love our bungalows as they are. The pool has deviated from this and controls need to be put in place to limit the 'city vibe' which is more apparent every time we visit. We are open to purchasing surrounding areas should they be for sale at a fair price.

We have a unique space in the African bush, which over time is going to be more and more heavily utilized. (Over 200 owners plus a growing number of dependents etc). Perhaps when bungalows go on sale, existing members should be buying back as a way to reducing the excessive number of units and future usage.

I have 3 issues that are of concern: 1. Too much maintenance is done on the roads - rather do preventative maintenance e.g. the small gabions downstream of water channels is excellent 2. There is too much negativity about hunting on adjacent farms 3. We are doing too much bush clearing - the browsers especially elephants do a good enough job

It is heaven on earth

1) Workshop rated low is only indicative that technology advancement is not being addressed. The workshop lacks technical equipment for modern technologically advanced vehicles. e.g. computer analysis and diagnosis is common on modern vehicles, we don't have capabilities for this 2) Noise and light pollution requires more insight- if managed within current rules the noise and light pollution is fine. What is missing is acknowledgement that more bungalows are making use wisely of solar to run fridges. We should re-consider this technological advancement 3) Char service rated as good, however there are few good chars and many poor

Most items covered!

People have in general become more fitness minded. Ingwelala is not a suitable place to go for a run and the temps in Summer are high. Could we not allocate an airconditioned area that has some spin cycles and elliptical/cross trainers, weights and mats? It would lift the bar (pun intentional!) substantially in terms of Ingwelala's amenities if we had a gym area. Thank you

A Unique and Fantastic Bush Getaway.....



Verbatim Comments

OVERALL

Additional feedback on Ingwelala:

I could not be happier with Ingwelala. Every year it gets better. I really do not know the board, but do appreciate their communications. I would like to have access to a directory of members in order to remember who I have met or if I wished to communicate with them. Today the team is terrific -- workshop, petrol, front desk, shop, etc.. There were no questions about the gate staff, but they too are very helpful and friendly. We the members are really lucky to have such a great world class team.

Coffee and tea service and toasted cheeses and boerewors rolls and the like are suggested at peak times to be sold around the pool for additional fund raising for running Ingwelala and wild life (not an aeroplane). Makes it social and nice. Play facilities for children should be more shaded.

We don't all agree, but some of us prefer a bush getaway rather than 'Sandton' in the bush.

1. The Board neither acknowledges nor replies to correspondence sent to it (especially Project Skyhawk). 2. Flexibility on Bungalow footprint is required where neighbour Bungalows are very close, enabling you to build to the maximum square area according to the number of your shares. 3. Car Ports at Bungalows should be allowed to protect expensive gameviewer vehicles, especially during the rainy season. Often have to use a drenched gameviewer to travel to Hoedspruit or Airport. 4. Suitable Boma's around the fire pit should be allowed at Bungalows that can be open during the day and closed when around the fire pit. This will improve safety for Members, Guests and particularly small children. 5. Some form of safety barrier should be installed at Aloe Ridge. 6. Wifi should be extended throughout the Camp area, not just at the Admin complex and Bungalows across the river from the Admin complex. 7. A solution needs to be found to maintain vehicle batteries when not in use (particularly during long periods of non-use).

Ingwelala has always been simplified living in natural surroundings away from lights, noise and sophistication city life, and our request would be for it to maintain this same ethos going forward.

Very happy as is

1. The gate fee for visitors and guests should be dramatically increased, and main users (who are paying the levies anyway) should be free. Do not agree with the arbitrary increases each year of gate fees without justification and approval. 2. Chart of Authority is required (to be approved by members) which indicates expense and capital projects to be approved within budget. All capital expenditure outside budget to go the members for approval prior to action, and be subject to 75% of total members prior to approval. 3. Voting for future matters by shareholders to be split based upon share holding. e.g.. One shareholder having 6 shares has six votes. Two shareholders having 6 votes have three votes each. Otherwise disagreement between shareholders is not fairly allocated amongst shares.



Verbatim Comments

OVERALL

Additional feedback on Ingwelala:

Ingwelala is a well-managed conservation share block that provides weeks and months of unmatched game viewing in a safe environment for our families. We have VERY high regard for the Board and for the management team and for the staff. AS relatively new members (5 years+) we have been extremely happy to become a part of the Ingwelala family. One measure of success of a venture is the growth in value: recent increases in the sale prices of Ingwelala bungalows reflects the confidence members and prospective members have in our management team and in their efforts in conservation. In particular their drive to throttle poaching in Ingwelala but also in the greater Umbabat. Staff and the board should be commended for their efforts.

We are very happy with the current state of affairs at Ingwelala but feel strongly that money should not be wasted on unnecessary things such as ostentatious entrance gates, aircraft etc. visitor numbers should be controlled and non resident owners closely monitored and rules strictly applied. The building code should be maintained with a change allowed for roofing to something more practical (and cheaper) than thatch but still aesthetically appealing.in keeping with a bush theme

the closed door policy that our GM has is nonsense. i object to a door protecting him and other staff from members with a NO Entry sign. these people work for the members and NOT the other way round, this should be rectified. the reception staff should also be more aware that they are not doing members a favour by attending to them but rather that they are employees of each and every member

I was forced to answer a question on Si Bon vehicles to which I did not know the answers. Therefore disregard them, The maintenance and standard of hygiene of the Guest Cottages is appalling and it is obvious that they are not inspected regularly by the management staff or at all. (This with particular reference to the pillows!) The survey results in incorrect answers for example where some elements included in one question are good and others bad. Save for the receptionists and the shop assistants and garage staff the staff hold themselves remote and aloof from the members and make themselves invisible. This is not conducive to the effective running of Ingwelala. The manager is charged with duties that were and should be more appropriately be the responsibility of an elected Board Member not a member of staff, The Board should adopt a more hands on approach to the effective running of Ingwelala.

We sincerely believe that the manager should not be a member of the board. There have been too many comments from the Chairman about meetings held between management and the Board. How can this be the case when the manager is also the managing director. This needs to be addressed

The manager should never have been appointed as a director. Since the development of the new admin block we never see the manager without an appointment. If he were on a years sabbatical we would not know. I feel that due to this the manager should, on a rotational basis over a period of (say) 4 years,visit every bungalow and talk to an owner (i.e.one bungalow every week). Ingwelala is really our piece of heaven.



Verbatim Comments

OVERALL

Additional feedback on Ingwelala:

I want the board to stand up to Devos and his concerned members. Devos should only be aloud to talk once at a meeting and not hijack the meeting. Please name and shame Devos's views & opinions. I want Sky Hawk in some form or another to go ahead. Plant large shade trees on the east side of the swimming pool. Install underwater pool lights. City cars must not park in the parking lot in front of the swimming pool, this area should be for game viewers only. Create a parking lot between #197 and pool or along Ingwelala drive to the gate. Rent Traversing land in Kruger off Buffelsbed as a co share agreement for aerial surveillance. Re-location of bungalows for a fee. Ingwelala to buy back bungalows and use them for hire.

A larger stance taken on the invasive species. Host mo events in Cape Town, as many people in cape town feel their voices aren't being heard. Great survey!!

1. Allow owners to add family members to the user list for their bungalow even if they are not direct descendants. e.g. owners sister or parents 2. Introduce a basic bush orientation and bush etiquette course that all registered users need to attend over the next X period. e.g over the next year. 3. Mobile phone reception in the camp 4. Many more comfortable pool loungers at the pool area. 5. Run/offer a bush course for kids (and possibly adults) when the numbers justify it.

As I am a pensioner please make sure that Ingwelala does not become too expensive. keep levies and service costs low Not necessary to build extra overnight camps or buy extra land

Conservation - resources are applied to conservation poorly - anti-poaching vehicles broken, communication poor, unknown reasons for anti -poaching firm withdrawing their services. Board - arrogant, deceiving, scheming, unwilling to follow proper democratic process, applies resources wastefully on Bell-Pottinger quality propaganda documents - go back and identify your duty as board members. All Ingwe owners are nature and conservation aficionados - the board managed to divide people with a very similar vision and passion aggressively straight down the middle with Project Skyhawk that was concocted by management, who is in charge of Ingwe? Landowner association - strength lies in unity, opposing views must be managed with respect, Klaserie, Balule and Timbivati uses hunting funds for conservation and apparently can't afford their conservation efforts without it. Ingwelala members must be grateful for the financial strength its numbers bring the company. If our neighbours are acting lawfully and ethically we must agree to differ. They could have been grazing cattle, planting mealies or mining their land to make ends meet.. Infrastructure - too many trees pushed down by elephant that is not cleared with tracks circling around. Ask members to report and remove within 48h, keep tyres on the roads as far as possible. Bush thinning - every effort at manipulating the environment has unforeseen effects, why remove raisin bush? Why not cull elephants? 60% of knobthorn on Ingwe are damaged or dead due to elephants!!!!

I feel Ingwelala is being overutilized and there are too many users. As an owner with two units and 3 shareholders in total I would like to see ownership and authorised user minimised



Verbatim Comments

OVERALL

Additional feedback on Ingwelala:

No 3 - current rondavel "tweaked" design is fine and maintains the general Ingwelala look and feel. Other building - proposed new gate. Basic design to remain as is, please do not match any development to the sterile look of the office complex. No drastic changes required. No 5. Levies are high seeing we pay for an additional services. Cost / Expenses - need to be controlled at present the perception is that they rise continually to meet the availability of funds available. Stricter control needed e.g. R60k sent on a report with out batting an eye. Better use should be made of member skills and expertise to save money. The budget is not a target. No 16 - protected area. A resolution has been passed with regards to this - get on with it. There are members who have experience with this - ask for help from the members if need be / rather than pay an expensive consultant. No 19 Fines - monetary punishment is not a real deterrent. No 21 Gym etc. additional facilities for kids around the pool would be okay. A gym has been voted against a couple of times. A gym and its equipment is high maintenance. No 22 - TV dishes should not be visible. Rustic camp - should have minimal environmental, visible and noise impact. Area around it should not be restricted to other members because the camp is occupied. No ?? - Clean services - quality of clean varies from visit to visit. More supervision needed. No 48 - we use pre clean each visit and occasionally a char for longer stays. No 49 - re-location of roads might be an idea in some instances but additional roads are adequate. "Wilderness" areas should be as big as possible. No 54 - some trimming is necessary to maintain a decent field of vision. No 60 - staff accommodation is good, it does not have to be the stand out best in the area at the cost of the members. Reserve funds are not a target. Water leaks - pipe repairs / maintenance a bit of a joke, the length of pipe between joints becoming shorter and shorter.

We could do with more "lay-byes" - i.e. not "viewing sites" but simply places where you can park and have a drink/snack and watch the sun set.

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Keep up the great work!

Well run Would be good to have a laundry service/post visit taking linen off bed for laundry.

Appreciate walks and bush experiences - more rather than less would be nice. Bush clearing etc - staff have worked extremely hard and the farms are looking good - thank you. Some social events over busy times - e.g. Water Polo tournament - to raise funds for a particular cause is great for member socialising.

Board and management doing a great job. Please get rid of members who cause friction at Ingwelala! ie. around the aircraft. (maybe have them up on a disciplinary hearing) - the silent majority of us don't like their attitude, approach or disruption to members, management and the board.

Facilities lacking : - gym - washing machine and tumble dryer (that works on a token basis)



Verbatim Comments

OVERALL

Additional feedback on Ingwelala:

1) Availability of management to members should be more accessible. 2) During peak periods, management should be on duty & more visual to members i.e. better interaction 3) Re: radio infringement & bad behavior - management don't take responsibility - expect members to monitor 4) Request an explanation of staff leave cycles - we are not a lodge, so staff not under pressure for time as in a lodge. Find that there is no continuity, as staff & senior management are always on leave. 5) Let Ingwelala keep it's infrastructure in top condition before thinking of adding new camps/bomas/hides etc 5) There should be a fund accumulating for acquisition of property. (If an answer can't be found for Project Skyhawk then perhaps the money collected can be deposited in that fund- the members who contributed will have a percentage according to the amount that they donated)

1. The gate staff are exceptional and their quarters and the gate should be upgraded. 2. Car ports at bungalows should be permitted for game viewers. 3. WiFi needs to be more freely and reliably available, even at a nominal charge 4. Eskom power and aircons should be an option for those wanting it. 5. Building restrictions should be more relaxed when an obvious aesthetic plan is submitted. The admin buildings are a perfect example of this. 6. Present solar panel limits are too restrictive.

Ingwelala is unique! It should not lose its identity and must be preserved and protected so as not to become like other reserves and holiday resorts

I strongly oppose any additional camps/platforms/bomas etc. I am very keen to keep the physical imprint to a minimum. I think Sibon bookings should be limited to 5 nights continuous and to a maximum of 2 bookings per BUNGALOW (not per Main User or authorised User - bungalows with multiple owners/users should allocate between them who will book and when) per annum...to allow other bungalows access too.

I do not agree with the airplane . Ingwelala employees should spend there times on Ingwelala matters and not flying the plain.

Medical facility is needed with more basic medication and equipment for emergencies. One staff member must have full training in First Aid. Availability of a Doctor amongst members or guests in the camp must be recorded and known in reception at all times for emergencies. Procedures for emergency evacuation to hospital must be planned and available at all times.

My family make a very limited number of visits to Ingwelala per annum . Treat my answers with circumspection. It is not an expert view!

I THINK INGWELALA IS AN AMAZING PLACE AND WE ARE VERY GREATFUL FOR EVERYONES EFFORT AND INPUT INTO MANY WONDERFUL BUSH BREAKS. THANK YOU TO YOU ALL AND WE HOPE THIS FEEDBACK IS SEEN AS CONSTRUCTIVE RATHER THAN CRITISISM. GOOD LUCK WITH THE FEEDBACK ANALYSIS

We need to be able to see the manager at any time during office hours. He seems to be more away than at Ingwelala. I do not see why the manager must have a sabbatical and not the rest of the staff. Why does the maintenance manager (Robert) spend most of his time in his office. He never does a inspection of work done by his staff. The tools used to unblock a drain is a joke. To re-pair a water leak takes 3 days.



Verbatim Comments

OVERALL

Additional feedback on Ingwelala:

The questions on Sibon vehicles are not relevant to us and there is no option here to put n/a. The recent saga of the aero plane has had a major major divisive impact and has been poorly managed. This is a pity as prior to this the board and management added value to Ingwelala. Ingwelala shareholders are referred to as members and some current staff give the impression that Ingwelala is there for the benefit of the staff as opposed to providing a service to share owners. This matter is a regular feature of fireside conversations between share owners. Due to the escalating costs Ingwelala is becoming more and more elitist and becoming less affordable to South Africans. Cost containment measures need to be put in place.

I think it will be a great idea to sell hamburgers, boerewors rolls ect during holiday periods

Question 4 do not indicate if more or less resourses should be allocated to conservation. The question is thus poorly formuloted. I think LESS resources should be allocated. It seems that keeping costs as low as possible is not a concern of the board or management at all. That is really wrong as I think if becomes unafordable and people are forced to sell.

Thanks for the good Administration/Management of Ingwelala

"Users" 25 to 30 and over 50 Members Behaviour; Children at the pool and reception area should be supervised and not just dropped off. Throwing stones, chasing and antagonizing the monkeys and warthogs is unacceptable.... No wonder the monkeys retaliate.

I feel the staff (and board) do a wonderfull job in always facilitating a most pleasant visit. The property is well looked after in our absence.

aircraft bad idea

legal costs for actions against neighbors have been significant over the past few years.Have we anything to show for these expenses?

Noise levels are increasing especially with uncontrolled children.

John has made a rmarkable difference to the running of Ingwelala. The staff are always friendly and welcoming. We love our holidays spent at Ingwelala

AS A MEMBER IT WOULD BE AN IDEA THAT THE BOARDROOM AND FACILITIES BE MADE AVAILABLE NOT ONLY FOR MANAGEMENT BUT ALSO MEMBERS SHOULD THEY REQUIRE A MEETING WHILST IN RESIDENT. AFTER ALL THE MEMBERS LEVY PAID FOR THE BUILDING.

Perhaps more facilities at the main gate : wood , charcoal , etc



Verbatim Comments

OVERALL

Additional feedback on Ingwelala:

All staff, including management, should wear uniforms and name badges. Gate guards should wear name badges. Senior staff succession plan must include black people BEE objective Step up the staff training program. Staff should not be allowed to fly aircraft in normal working hours. Adhere to the job descriptions.

wood for sale at the gate

I am of the opinion that radio control/communication should only be used for better admin and emergencies as the general information passed on sightings leads to excessive speeds, overcrowding and harms the safety of people and animals and lessens the wildlife experience and the education that goes with it mostly being part of nature and its unpredictability and respect thereof.

1. Your question about Facebook is incorrect. A FB page does exist, and is being managed by the members, for the members. It is not managed by the Board, and should not be. It is also hugely successful. 2. Shop Hours: Weekends & holidays should have longer hours - from 09h00 to 17h00. This is your busiest time, and when your services are most needed.

Ingwelala needs to move with the times whilst retaining it's rustic nature and appeal. The problem is that not all members are on the same wavelength as to what the right balance is. The obstructive and bombastic behavior of certain members at the Shareholder Meeting in August was the ugly face the group of members that is looking to dominate proceedings with their particular point of view to the detriment of others. It was a pathetic spectacle. This needs to be addressed. We believe the management team does an excellent job despite being underappreciated by some. We must look after them. Do whatever it takes to protect Ingwelala from the politics of the "land issues" that are coming.

We could do with more "lay-byes" - i.e. not "viewing sites" but simply places where you can park and have a drink/snack and watch the sun set.

It is a wonderful place thanks for all the efforts keep it up!!

Hogging of viewing spots at sightings by members over-staying their time is a turn-off. One should encourage naming and shaming those that do this - for instance at a lion sighting recently a person had parked his game viewer about 10 meters from the pride of lions in such a way that nobody else could get close. He was sitting back reading a book, camera on the dashboard waiting for something to happen. Next time I shall take a photograph of the person, vehicle and position and submit this for uploading onto the Ingwelala website where there should be a page for such naming and shaming.



Verbatim Comments

OVERALL

Additional feedback on Ingwelala:

1. I forgot to mention under shop suggestions - As per my previous comment regarding general services offered by Ingwelala; Ingwelala is in the hospitality business and therefore should provide full services all day Saturday and Sunday then reduced hours of service Tuesday to Thursday. This includes the shop opening hours, which should also be open longer during periods of high occupancy. 2. Increasing the fines for bad behaviour will only be effective if rules are enforced, I assume they are not because of the increasing bad behaviour and no word of consequences. Members should not be expected to police members, which results in bad blood between members although they can assist with anonymous reporting. Ingwelala staff employed to uphold the standards of Ingwelala should be proactive in reporting/taking action against offenders. Although game drives are reliant on members reporting hence anonymous reporting supported by pictures would work. It would also be nice to know when action is taken. 3. Solar panels - Ingwelala management/board insist members don't want more solar panels but members have never been asked. Question 22 mentions the increased solar power systems employed then asks if the increased noise and light pollution needs to be controlled. "Yes" is an answer to control the noise and light pollution, for which rules are in place. It is not an answer "yes" to limit the number of solar panels. Over 80% of the power used in a more advanced Bungalow is to power electric fridge, electric freezer and fans, which is every member's right to have. The current limitation of panels is insufficient to reliably supply sufficient power in all weather conditions during summer for these basic needs. Members are ignoring the rules and putting up panels as they require where no action is taken, i.e. no consequence for breaking the rules, which is a very bad president to set. Either enforce the rules and suffer the back lash from members or revisit the rules regarding panel limitations. Also note that panels are either wired in pairs or three or four depending on the voltage range of the panels therefore the current limit of 5 x 300w panels for 9 shareholders is silly because technically it is not possible to install 5 panels. 6 x 300w panels is sufficient to power member's basic needs of a fridge, freezer and fans in all weather conditions. There is a new facto standard size (area) per solar panel emerging, which the current limitations does not accommodate. The rules should be changed accordingly. 4. Ingwelala have stated their commitment to being environmentally driven and against any commercialisation. If you get the majority support of this as being the corner stone on which Ingwelala stands then any suggestions of building more Bombers, overnight platforms or second camp run on a commercial basis similar to Sibon has to be cancelled and the answers to those questions ignored as this is either commercialisation or results in the equivalent consequence of commercialisation. All you can do is improve what you have and focus on keeping the bush in pristine condition, which includes no more roads and no bush clearing for members benefit. That also includes no bush clearing around bungalows to improve the view. I am not including Insurance required clearing. 5. Feedback meetings - Only 30% to 40% of members are able to attend meetings, get to vote and are aware of what is going on. This leaves the rest exposed to rumour and enabling individuals to push their personal agendas. Everything presented at feedback meetings and outcome from meetings should be timeously communicated to all members. Use technology to improve your communications and give all members the chance to vote. 6. Project Sky Hawk - Following a heated meeting on the aircraft earlier this year there was no communication from the board on the matter for many months including at another feedback meeting. Members were then sent a spin prepared by an outside company, which cost Ingwelala money that didn't go down well. A simple letter explaining the situation covering all members concerns raised at the meeting and proposed corrective action should have been sent a week after the meeting. Now after another heated meeting the board is going to wait 6 months before doing anything. It looks like they are waiting for John L to get his pilot's licence before continuing and it looks like the need for the service isn't that urgent because there is no effort to get the plane flying timeously i.e. the evidence supports the populous opinion the plane was purchased for John's benefit. You should have either cancelled it, put the plane up for sale and advised members, or put the plane into service using volunteer pilots within a month of the last meeting. Then John could quietly get involved with the flying after members are used to seeing the plane flying and John has his licence plus the required minimum hours to get the basic level approval to fly the plane. We lost two young pilots in the flying fraternity a few weeks ago, both commercial pilots but low hours (less than 500) in what looks like a low level flying accident. Members are right to be concerned, this plane won't fly and



Verbatim Comments

OVERALL

Additional feedback on Ingwelala:

serve its purpose if you continue in the direction you are going. 7. Members want to know what is happening at Ingwelala, especially regarding rain and the river. A social media update on the Ingwelala FB page would be very welcomed. You could make it clear the updates are information sharing only and Ingwelala staff don't have the time to monitor FB to answer questions. This would take no time or effort and can be done on the current Ingwelala FB page or must be done if there is an Ingwelala managed FB page. 8. Move the sighting book to the member's area. Members can only look at it and update it when the office is open, which is limited on weekends when most members visit Ingwelala and are active in the bush. 9. The old radio repeater needs replacing. There is probably an option to put in a digital radio system at a low cost. The digital hand held and mobile radios are expensive (R8K and R13K respectively) therefore the old radio repeater should be retained for those who can't afford a digital radio, but it should be connected to the new digital radio system (already is). Then members using the digital radio can choose to communicate with the analogue users or ignore the analogue radio channel such as during periods of bad radio behaviour (December/January). The ID of all users on the digital system would be transmitted with a radio transmission therefore digital radio users will behave or face the consequence. Digital transmission is clear and selective calls can be made one on one minimising broadcasted private conversations. People on the digital radio would be contactable almost the length of the Lowveld but with managed communication poaches would not be able to eaves drop. 10. The hides need lots of attention. The minimum basics are fixing hinges of sagging doors or adjusting locks to line up with the bolt. This shouldn't need to be mentioned here. Elephant hide should have a basin for washing hands, the water is available. The hides with the exception of Buffels Bomber need renovating, but actually need rebuilding, made brighter and easier to keep clean. 11. The Ingwelala website should have a members log in for all owners and registered users only. Owners and registered users should be automatically added and deleted when they sell or deregister. All marketing and general information should be on the open website while more sensitive information and dirty laundry is hidden behind a login.

Extended cellphone coverage around the Reception area wouldn't be a bad thing as there is already noise pollution with the pool and TV. However if reception is extended to the bungalow areas strict rules will be needed to monitor the noise. The last thing we want is to hear our neighbours conversations while we are watching some nyala browsing near our bungalow.

Trees and bushes which have fallen across the roads should be cleared. At present there are a number of such trees and bushes and vehicles are driving off the roads to avoid them, thus destroying the vegetation on the verges. More of an effort should be made to keep the elephants out of the camp area. An effort should be made to pump water to the empty dams viz Hyena dam, Sibon dam, Deadwood pan (not the cement dam which is full), Op Goedehoop dam, specifically now that there is no water in the bush

I believe that the committee and management do a wonderful job at Ingwelala and would like to express my gratitude for a job well done!

Happy with the way it is managed. John Llewellyn and the reserve staff are very helpful and professional.



Verbatim Comments

OVERALL

Additional feedback on Ingwelala:

More of the comfortable chairs around the pool with umbrellas would be great. Mattresses at beacon and platform are too thin. The garaging area is a space that needs to be redone, possibly tar the entire yard to reduce dust on parked vehicles. With all the new vehicles not fitting in the bays everyone is doing their own modification and most are sub standard. More space can be made if the old reservoir etc are removed. General maintenance around the camp of communal facilities could be improved. Alien plant removal in the camp. There are lots of non endemic plants in the camp even around the pool all we need is natural bush.

Additionally to the above, we suggest the following: 1. Large interactive magnetic Area Map board of Yesterday's / Today's sightings at/near the main gate. 2. Large member's Notice Board in the Member's Area to display all current Board and Management Letters/Notices/Feedback; Weather Forecasts; Environmental Issues and Information; Member-to-Member Advertisements / For-Sales; etc. 3. Mandatory member Induction Training (Bush and Sighting Etiquette, Game Driving Behavior and Safety; Rules and Regulations; Environmental Considerations; etc.) 4. Improved WiFi speed and connectivity at the Member's Area. 5.

1. Increased commercialization is a major concern. If there is a profit then that should go into a contingency reserve rather than indiscriminate purchasing (three trees recently for approximately R30 000.00!). 2. The number of people having the right to reside on Ingwe too high. Cognizance should be taken of host of legislation giving right to remain on property with extended family even if employment is terminated. 3. The issue of possible local authority taxes must be addressed at the very least contingency reserve should be established

1. Parking of private cars at pool should be kept away from main area ie not under trees reserved for game viewers adjacent to pathway or better still a private car parking area to be created. 2. Parking of private cars at bungalows should not be allowed, private cars should be parked in the game viewer carport and additional cars as suggested above. 3. Donkey Ears and Prickly Pears should not be cultivated as is currently the case but rather eradicated. 4. Collection of natural resources eg: rock should not be collected within the camp area or Ingwelala in general. 5. Building work -Proper policing of building work and rules. -No deviation from approved plans without prior permission. -Usable area needs to be in line with shareholding. -More stringent rules with regard to bush clearing to accommodate large bungalows, existing clear areas should be exhausted first, ie: bungalow 186. -Proper site cleanup on completion of building works. -Final checks and sign off should be carried out on completion. 6. Solar panels rules should be stuck to as there is currently two sets or rules. 7. Maintenance appears to be getting done on a temporary basis rather than a permanent fix. 8. Proper supervision of house keeper cleaning staff, this includes making sure they are equipped with proper cleaning equipment and not tree branches. 9. Radio etiquette needs to be monitored, Channel 1 for camp affairs and Channel 2 for private chat, are constant radio checks necessary (if your radio worked in the morning it will still be working in the evening) 10. Camp manager should be more accessible and should know the share holders. 11. Question under Demographics relating to number of share holders is of concern as we are of the understanding that a maximum of 2 share holders is allowed, why is 5 or more an option? 12. The Ingwelala Challenge is a great idea in terms of fund raising, however the timed trial sections in river beds should not be allowed as it goes against everything we believe Ingwelala stands for, there is still signs of damage caused by vehicles 5 months after the fact.



Verbatim Comments

OVERALL

Additional feedback on Ingwelala:

In my view our prioncipal responsibility is to wildlife conservation and presertvation. Too much emphasis is pplaced on human activity and socialising and not enough on bush and animal management. case in point was the number of people who did not believe that Anti Rhino Poaching was a major responsibility of Ingwelala members. The aurguments were contrary to the principals of 1988 and self serving.

Ingwelala should remain the simple and rather harsh environment it is, as it is a place where one lives simply, loves deeply, and carefully compares and re-evaluates one's life, morals and achievements measured by the daily magic that can be seen in the incredible world of nature and the natural environment.

It's our perfect bush hideaway

Ingwelala is the best thing I have ever done!

1) Keep our farm a bush retreat away from the city life. The style of the houses needs to be changed to more modern but with the bush theme kept as a standard to all new houses. Approve a basic new modern bush house and apply to all new houses according to their shares. New formulas for modern technology needs to be determined for example amount and size of solar panels etc. 2) The rules of Ingwelala are too cluttered (rules of rules for rules etc) and needs to be studied and be simplified as it seems that during the years rules gets changed and added without streamlining the issue.

Questions relating to the Board relate to the current Board Items lost at the laundry are a concern - bed making is unnecessary as no check is done to confirm linen is for the correct unit. Bush thinning should only take place if controlled and strategic There is no flow to the questions

Look into providing shower facilities at Beacon Boma. is there any way of relocating the rubbish complex as it is right in the centre and an eyesore.



Verbatim Comments

OVERALL

Additional feedback on Ingwelala:

Ingwelala 'is owned by the members' and as such needs to be looked after run for them by the management and staff. The Ingwelala members need to be informed of any financial undertakings or projects that the Board/Management are considering before any decision is made. Members must be given the opportunity to vote for or against a project (an email survey or website voting platform) prior to it going ahead. The Board/Management have 'elevated' themselves way above Ingwelala members and need to take several steps down to the members level to think that anything considered at Board level, other than the day to day running of the farm, needs the members approval. One thing Ingwelala Board/Management must do WITHOUT DELAY is to get a website designed that will be much more useful to members and management than the present one. The Ingwelala website is unbelievably antiquated and needs a completed re-vamp. The website should be a platform that any issue that needs members participation can be used to gather votes, comments or suggestions without the Board/Management members having to sift through emails from members. There are so many possibilities with a properly designed and managed website that would alleviate the huge expense of this survey, which is identical to the one sent out in 2013, just to find out if a bush camp should be built. The questions in this questionnaire are not valid to the real issues with Ingwelala and give a false sense of 'everything being okay' its NOT! Spend the money on getting a professionally designed website rather than a survey like this. Probably 95% of members visit the Ingwelala website, it is a platform that can form the basis of so much good interaction from the Board/Management to the members and vice versa the versatility of a website will amaze all. Expected weather, daily rainfall figures, sightings, information to be shared from the farm, members forums and discussions, the Boards/Management's updates, members facility to upload their own images, questions and answers, warnings of road closures, bridges closed etc etc, the list is endless. It will be money well spent!!!

Weekends are the busiest time. All services should be made available for members for the entire weekend. During summer when the pool is used extensively the shop should remain open from 08:30 to 16:30, without closing over lunchtime, every day of the week as well as Saturday and Sunday. The hours the shop is open can be adjusted during the colder months to close for an hour over lunchtime but otherwise should be open every day including Saturdays and Sundays from early am to late pm. The office and petrol station should be open for members convenience every day of the week which includes Saturdays and Sundays from 08:30-12:30 and 13:30-16:30. Elephant Pan Hide needs attention to : the floor, the screens, the door into the hide, the gate into the walkway, it is looking very scruffy. Bird Hide needs attention to : the screens and needs to have 2 narrow tables/shelves installed for the same purpose as the ones in Elephant Pan Hide. A toilet should be installed at Bird Hide, it is the only Hide that does not have a toilet. Bush thinning should only be carried out after an environmental assessment of the soil and surrounding bush and should not be carried out just to improve game viewing. There are more than enough 'demarcated' places to stop for 'tea/drinks' around the farm, in fact perhaps too many. No more road deviations to accommodate tables and seating should be allowed/created on the farm.

Excellent facilities and efficiently managed and run. It works

Decisions by the Board to be implemented by management within 6 months. Reception radios to be upgraded Management to carry out spot checks on pre arrival bungalow cleaning. View sites to be cleared of growth to their original state, when decision was taken to create the view site. Old pvc pipes that are now exposed to be removed. White painted building rubble used in drainage lines years ago should be removed or spray painted to a natural colour.



Verbatim Comments

OVERALL

Additional feedback on Ingwelala:

The Board needs to be more transparent & less authoritative. The internet signal is extremely poor & requires a major upgrade. ONLY ADULTS should be entitled to use the radio channels - should this be breached and the bungalow identified, the bungalow should be fined.

Excellent overall management team esp. Reception and Finance! Do find however that bungalow maintenance staff come rough and ready, without on the job supervision - simply dont do geysers/ basic building repairs with them anymore. They are fine for maintaining sewerage or water supply lines. Robere seems very distant in hands-on feedback and generally avoid having to deal with him or his team. assume his priorities lie elsewhere. Workshop team is good esp. Andre & Wilson who always go the extra mile. Only do emergency and basic repairs there normally and use NTT Motors for annual services and other HS experts as necessary. Not easy to get vehicle there and back each time but feel its worth it in the end.

The maintenance and running of Ingwelala has improved drastically over the years and is now very good, as are the facilities. I would not like to see an increase in technology (IT) features, and the current members area infrastructure is sufficient - this is not what Ingwelala is all about. And I speak as someone who has spent all my life in the IT business and still do. If members seek such facilities, they should provide it at their own bungalow such that it does not intrude.

Facilities are good as they are. Do not want more structures as another Si Bon

Firstly, I would like the Board to re-consider the proposal made years ago to, in an orderly and well planned methodology, allow for bungalows to be re-distributed to other areas of the camp area so as to reduce unnecessary congestion of bungalows as they currently stand. There is a large un-utilised camp area where bungalows could be re-built which would be beneficial to the owner moving their bungalow as well as the neighbours left behind. It would also address the potential noise and light pollution issues which will become more and more prevalent as per my second comment below. Secondly, in light of the dramatic advances in solar technology over the past few years, it is now possible to power a complete bungalow with solar power, invertors and a decent battery bank (this powers fridges, freezers, lights, even DSTV-if you feel that way inclined). This, however comes at an increasingly exorbitant cost to members and the end result is almost identical to Eskom power. I suggest to the Board that there should be no reason why Eskom power is not supplied to bungalows in this day and age, as the identical end result can be obtained with an expensive solar system. Having stayed at Motswari recently (who have full Eskom power to their chalets - including air-con) I can assure all detractors that there is no shortage of tranquility, ambiance and wild-bush feel WITH Eskom power (and air-cons) at their chalets and general facilities.

We urgently need FAST wifi. This is a REAL problem and frustration for a very long time.

We go to Ingwelala to enjoy the peace and tranquility.

more land and a sunset dam type feature would be excellent.



Verbatim Comments

OVERALL

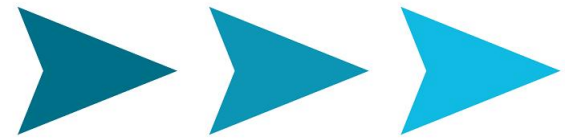
Additional feedback on Ingwelala:

- Picnic spots including pool area often leave much to be desired, members need to clean tables & chairs when leaving. - Ingwelala must be maintained as a pristine bushveld environment & our focus must be on game conservation & protection. The human footprint must not be allowed to extend beyond what we have already done. This is not a holiday resort. - The bushveld feel must be extended to bungalows & we do not need a Sandton type townhouse effect - We feel that many of the newer or younger members/users do not know how to behave in a bush environment. This is evident around the pool, on game drives, at hides, sightings and at bungalows where excessive partying & noise occurs. The relative rules need to be enforced more stringently. - Increased cell phone coverage should be strongly resisted. Imagine the annoyance of having someone in an adjoining game viewer busy describing a sighting in detail to friends at home. The intrusion would also be extremely annoying at water holes, hides etc. One of the delights of Ingwelala is being able to escape the stresses of modern life.

Love it but please fix up the cottages. I put the board evaluation so low because instead of looking after the interests of ingwelala members it rammed through what they wanted instead and they wanted the plane as did the staff want the plane and that has resulted in a lot of very angry Ingwelala members.

Staff should work on a shift basis to ensure that all the services are available to members throughout the day 7 days a week. Weekends are the busiest times, office, shop, petrol station should be open the entire day on weekends. Of great concern is the transparency and independent operations involving neither cost nor responsibility for Ingwelala owners with Project Skyhawk Bush thinning to be done on a scientific/environmentally controlled basis only.





SOFT CRAFT RESEARCH

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Planning, questionnaire design, data collection, statistical analysis and reporting of this comprehensive research project into the opinions of the targeted respondents is executed by Soft Craft Research.

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