

# Elements Private Golf Reserve

November 2020

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## From the General Manager

Business experience in November exceeded October by 15% and reached an all time high in the history of Elements. Total rounds of golf played reached an all-time record high of 1483. This is 30% above our original pre-Covid budget forecast. Total operating revenue of R1,064,069 also exceeded the million Rand mark for the first time ever.

Year to date revenue is still R2.7 million below business plan as a result of the shutdown. Costs are continuously being reduced to the minimum.

Unfortunately, petty crime on estates in the area has intensified as it does every year at this time. Regrettably we experienced break-ins at five houses on Saturday the 15th November. At four of the five houses there was no forced entry so the criminals had free access to the houses where they stole cell phones, watches, cash and laptops. With the festive season upon us we urge all owners and guests to be alert and to look out for any suspicious behavior. Occupants must also

be sure to secure the house before retiring and where possible to lock valuables away. We engaged with our security service provider and will be implementing a range of additional security measures, including additional roaming guards during peak periods and smart cameras at selected hotspots.

The interview process to find a new General Manager was completed and an offer of employment has been made to the strongest candidate. We will announce the outcome next month.



Golf

The Club was busy with all the rounds played and merchandise sales picked up well with the new range of clothing in stock. More stock has been ordered for the holiday season and we invite you to look around the shop for some special items to spoil your family with.

Green fee and golf cart revenue per round has picked up again to forecast levels and should remain there for the balance of the financial year.

The annual ELEBULA 36 HOLE BETTER BALL TOURNAMENT is scheduled to be played against Zebula on Monday 21<sup>st</sup> and Tuesday 22<sup>nd</sup> December. We are the defending champions and intend to retain the trophy again this year. If you are planning to be at Elements at that time, we invite you to please support you club and enter to play. It is a fun event which we are confident you will enjoy immensely.



## Golf Course

Rain fall has been less than hoped for with only 103mm received so far this season, 50mm in October and 53mm in November. The result is that the course is very dry but yet holding up better than could have been expected.

Daily water application to the golf course average 221,000 liters per day while daily domestic consumption averaged 90,000 liters. Borehole 9 has been recommissioned after an electrical failure and borehole 16 collapsed and has to be drilled out to clear the fallen rock. The two strongest boreholes remain the one on Waterberg and number 9.



No rain water has yet begun to flow into the Waterberg dam from which we have the rights and the pump installation to pump over into our 9<sup>th</sup>/18<sup>th</sup> dam. In fairness this usually only occurs after the new year so we still are hoping for that to happen.



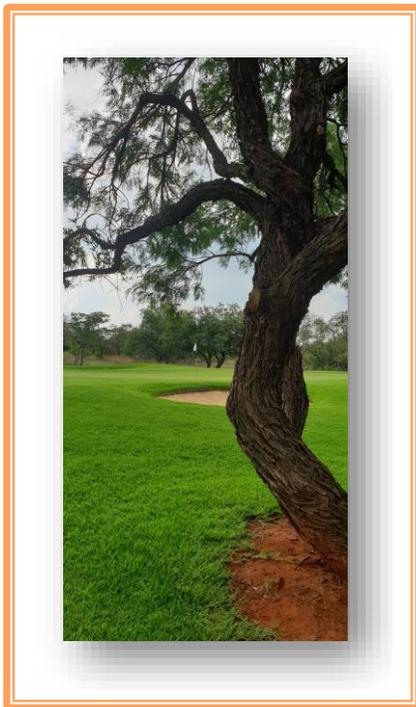
The hollow tining of greens was not done this spring but instead the greens were verti-drained using 3mm diameter pins 125mm long. This has a similar effect to hollow-tining by allowing the greens to drain better which lessens the risk of fungus and moss buildup on the greens. The greens remain in excellent playing condition and are currently running at a speed of 11 ft 6 ins which is right where we want them to be.

The course will be closed for play from 12h00 Sunday 24<sup>th</sup> January 2021 until Friday 29<sup>th</sup> January 2021 for hollow tining.



### *Fauna and Flora*

In spite of the lack of early season rain the veld and trees have responded well to the change of season. Veld grasses in particular are growing well. All animals also remain in very good condition. Migratory birds such as Swallows and Woodland Kingfisher have returned and can be seen in abundance.





## Home Owners Matters

It has been brought to our attention that some home owners and guests are buying used golf balls from our Cart Attendant staff. We have investigated this and have confirmed that it indeed has become a regular practice. The lost golf balls found on the course are the property of the company and nobody is allowed to collect them and/or to re-sell them.

Disciplinary action has been taken against the staff involved and if any of them are caught engaging in this practice again they will be dismissed without further warning. Second hand golf balls are available for sale in the Golf Shop only and nobody is authorized to buy balls privately from any staff member on the property. Please respect this practice and please report any incidences of this continuing that you may become aware of. Thank you.

## General

The year end is upon us and nobody could have predicted what a disruptive year it could have been. Tourism turned out to be one of the worst hit sectors of the economy yet has recovered well in this region since the lock down was eased. Not only is Elements doing well once again but so are other tourist attractions in the area.

In the November newsletter last year, we commented on the loyalty and customer focus of our staff and once again this remains true. We have not lost a single staff member nor have we added to the staff compliment. Face to face comments from guests together with social media reactions remain almost exclusively complimentary. We appreciate the loyalty, commitment and hard work displayed by all of our staff members.

Once again support from almost all owners has been fantastic and we thank you all for your positive contributions to help make Elements an even better place.

We hope to see you at Elements during the holiday period and we wish you many happy rounds of golf below you handicap. Time has come to relax and to enjoy the festive season with family and friends. Wishing you all the very best for the holidays and the year ahead.

