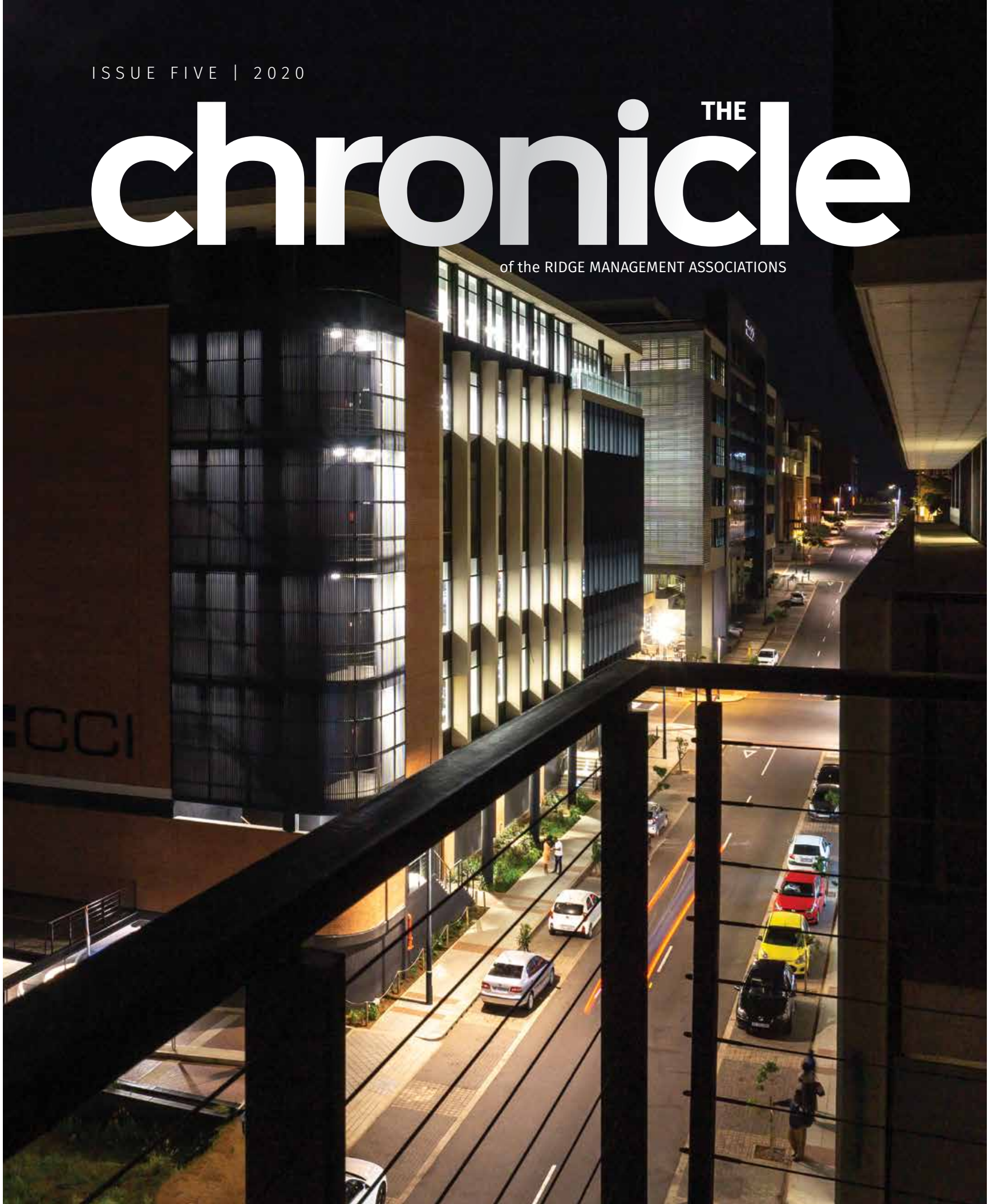


ISSUE FIVE | 2020

# THE chronicle

of the RIDGE MANAGEMENT ASSOCIATIONS



LIFESTYLE | DESIGN | DEVELOPMENT | ENVIRONMENT

## WHAT IS THAT ACCENT?

Effective lighting is essentially applied in three layers

## A RIDGE TOO FAR

A tale of two cities, an ocean apart, but both planned with care

## THE ART OF WASTE

Harnessing nature for a better life for all



## THE RIDGE CHRONICLE

THE RIDGE MANAGEMENT ASSOCIATIONS

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are happening all the  
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## CLOSE your EYES

With 2020 vision,  
one can dream up a  
town together.



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## AT your SERVICE

Umlanga Ridge now  
has its own community  
vegetable and flower  
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## HOW MUCH are you BENCHING...

Taking time to  
appreciate the beauty  
around us.



# 56

## WHAT is that ACCENT?

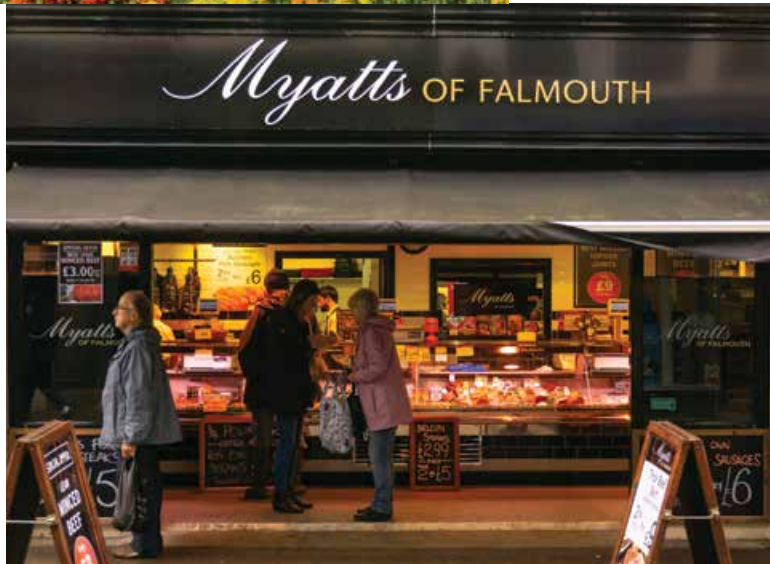
The unique  
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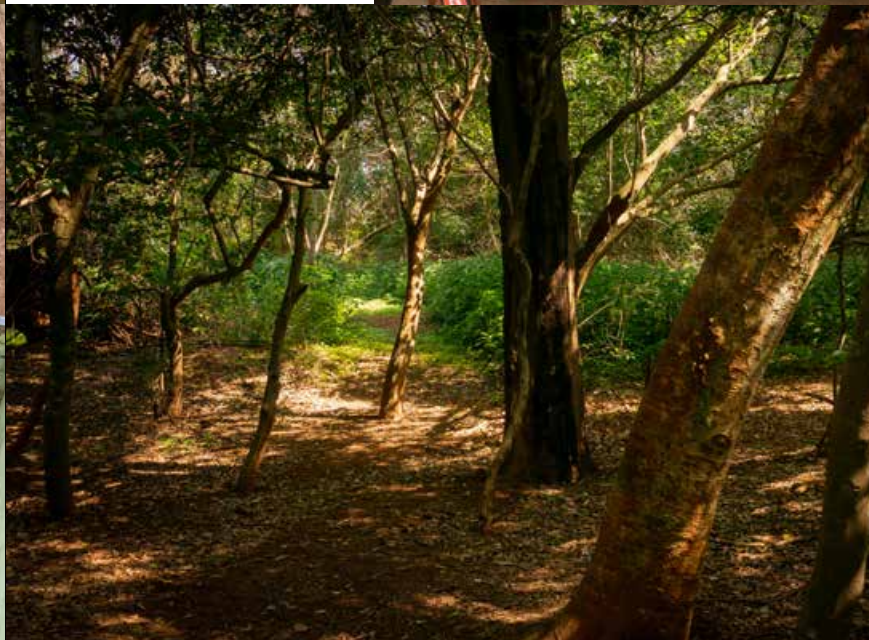
set apart, but  
essentially planned  
with care and insight.



# 98

## WILDSIDE UMHLANGA

The M4 coastal forest  
and all it's diversity of  
fauna & flora



# 90

## RHINO STORY

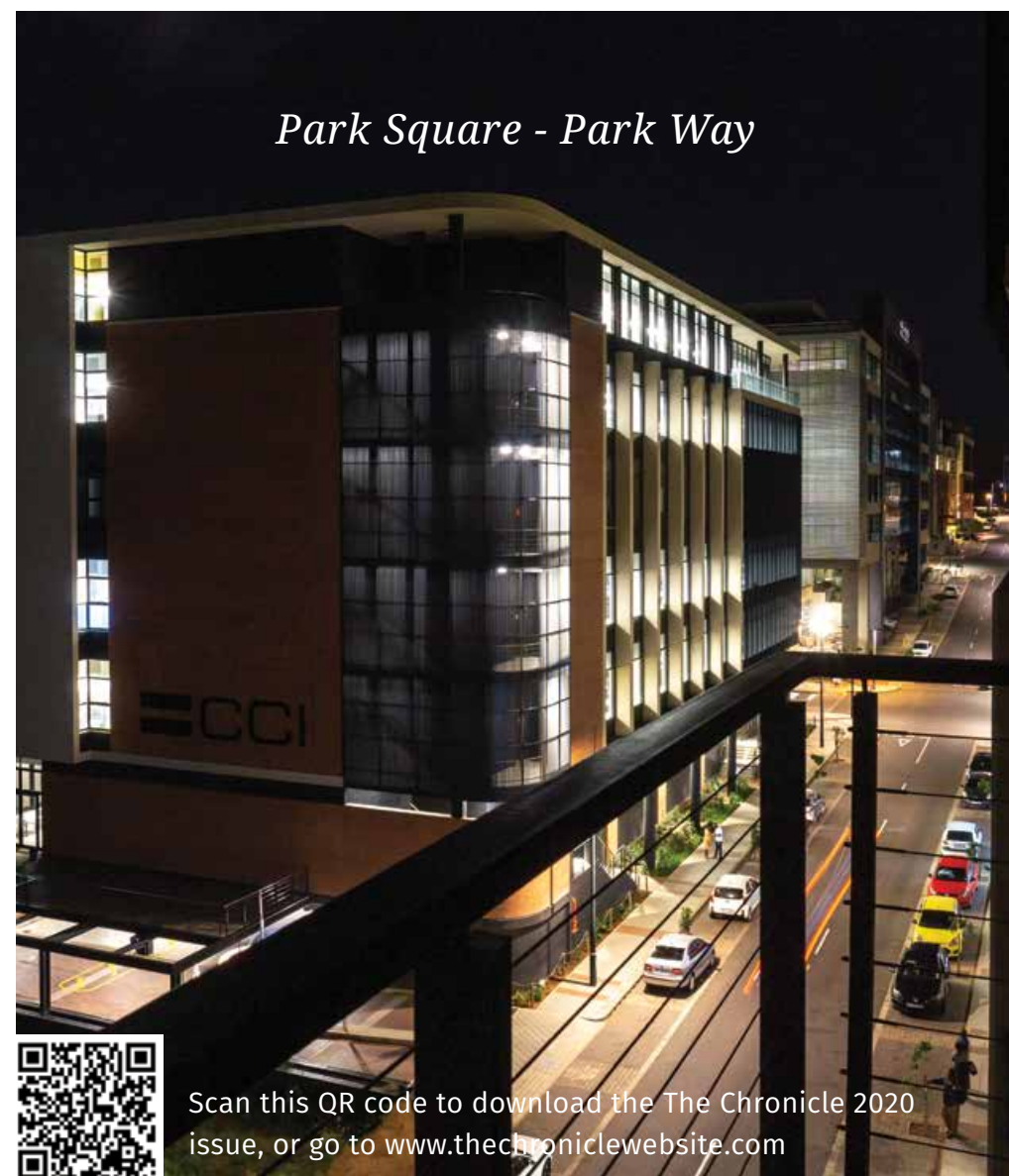
To the unsung heroes,  
saving a species and a  
part of our heritage for  
generations to come.





# ON THE COVER

TEXT & IMAGE: NICHOLAS CARROLL



Everything changed when Park Square was built. The wind down Centenary Boulevard doesn't blow the same anymore and the sound of bird song and rustling leaves is amplified. We used to gaze up at the tree canopy to spot bird life (quickly tiring of this because they blend in so well), now you can look down on the canopy from the upper floors of Park Square.

This view down Park Way towards the Shark's Board is magical at night. The palette changes with the colours of parked cars. These red and yellow vehicles create a "pop" of colour that blends in with the warm glow from the surrounding buildings.

Lucky you if you work in one of these call centres at night!



## FROM THE GENERAL MANAGER'S DESK

*Our fifth edition of The Chronicle*

Our world as we knew it changed forever in March 2020 as South Africa, along with the rest of the world, grappled with measures to bring the COVID 19 pandemic under control. The crisis is best described as a 'black swan' event and it is perhaps true that this will still give rise to many 'goslings' over the next few years as the pandemic surges and wanes. For each and every one of us, to a lesser or greater extent, we have had to adjust our lives to deal with circumstances we may not have contemplated prior to the outbreak of the pandemic.

The planning of the 2020 edition of the Chronicle was also disrupted and we initially believed that the best we could do would be two electronic versions of the publication for our readers. Thankfully, we have managed to complete the publication, which you now hold in your hands. I had tasked our talented team to explore the wonderful world of black and white photography as a sub theme and I believe they have delivered on the brief.

May we ask that you share this publication, which is available in electronic format with colleagues, work connections, families and friends in other places. The Umhlanga Ridge is after all your town and in some manner, each of you has contributed to making it the special place that it is.

A few of our articles were written during lockdown, with the photographic component produced by photographer and writer, Nick Carroll in his home studio. The image of the three singing fish heads in 'The Art of Waste' (P54) for example reminds us that we've long known about the need for sustainable recycling and the time to act on this is now.

The ancient Japanese method of kitchen recycling (Bokashi), described in this story, explains how the process breaks down most waste matter, even bone and uncooked fish. The by-product of Bokashi is 'black gold', which is used to dramatically enhance the quality of our soil. There is a solution to waste and The Ridge is taking the initiative.

Similar treatment was given to a portion of "May I have a word please?" (P26). This feature appeals to all drivers on The Ridge to be responsible and slow down. This is a no

holds barred account of the dangers of speeding and sudden acceleration in built up areas. Do not be tempted to click on: <https://www.rd.com/article/and-sudden-death-readers-digest/>. Don't be fooled by the tongue in cheek style of our intrepid reporter. He means business too.

When Erky Wood submits his eagerly awaited words for the annual town planner's feature, we pour over them to find out what our future holds. Erky carries us all in his vision and this article talks about the importance of signage and way-finding systems that fit in with the overall aesthetic. He also opens the door to our inevitable transitioning to a 'Smart City'.

There is something for everyone within these pages and we hope you can find the time to immerse yourselves in some, or all of these articles. Please note that "A Ridge too Far" - in our travel section, was conceived, experienced and written just before lockdown. Who would have thought that a town in the Northern hemisphere could hold so many similarities to us. Read to the end to participate in the competition.

We elected to share the moving story of Mpilo and Makhosi, two young orphaned white rhinos, who were rescued and then reared at the Zululand Rhino Orphanage until it was time to relocate them back to their home at Somkhanda Reserve. It would be a tragedy to lose our rhino forever under this generation's watch, and we invite you and your businesses to consider financially supporting this worthy cause.

A number of businesses on the Ridge did not survive the onslaught of COVID 19 and subsequent lockdown. Empty shops and offices are a stark reminder of this devastating event. In whatever form these enterprises existed, they were all without exception, vital contributors to the life and fabric of this extraordinary town. They may be gone but are not forgotten.

Their absence constantly reminds us that gratitude for all that we have, can be expressed through simple acts of kindness (giving) - an indicator of intelligence. P50, 'The Landscape of Early Childhood Development' delves into unconditional giving and its impact on the society within and around us. Prepare to meet some extraordinary people.

**MALCOLM ST. CLAIR**

GENERAL MANAGER

[malcolm.stclair@ridgemanagement.co.za](mailto:malcolm.stclair@ridgemanagement.co.za)



The  
**UMHLANGA  
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*Management Associations*



UMHLANGA RIDGE  
TOWN CENTRE

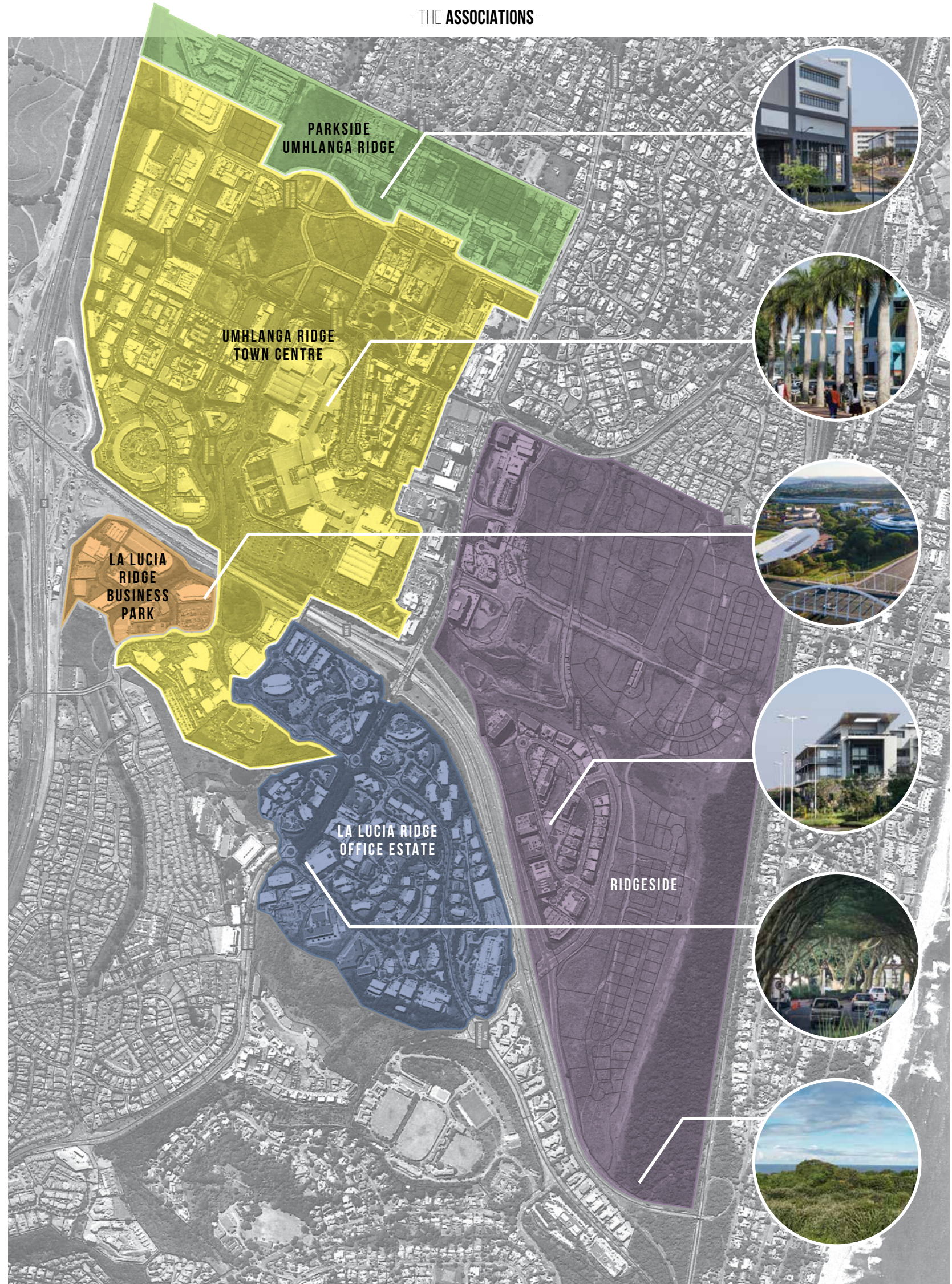
LA LUCIA RIDGE  
OFFICE ESTATE

PARKSIDE  
UMHLANGA RIDGE

RIDGESIDE

LA LUCIA RIDGE  
BUSINESS PARK

- THE ASSOCIATIONS -





## UMHLANGA RIDGE TOWN CENTRE





01

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# LA LUCIA RIDGE BUSINESS PARK





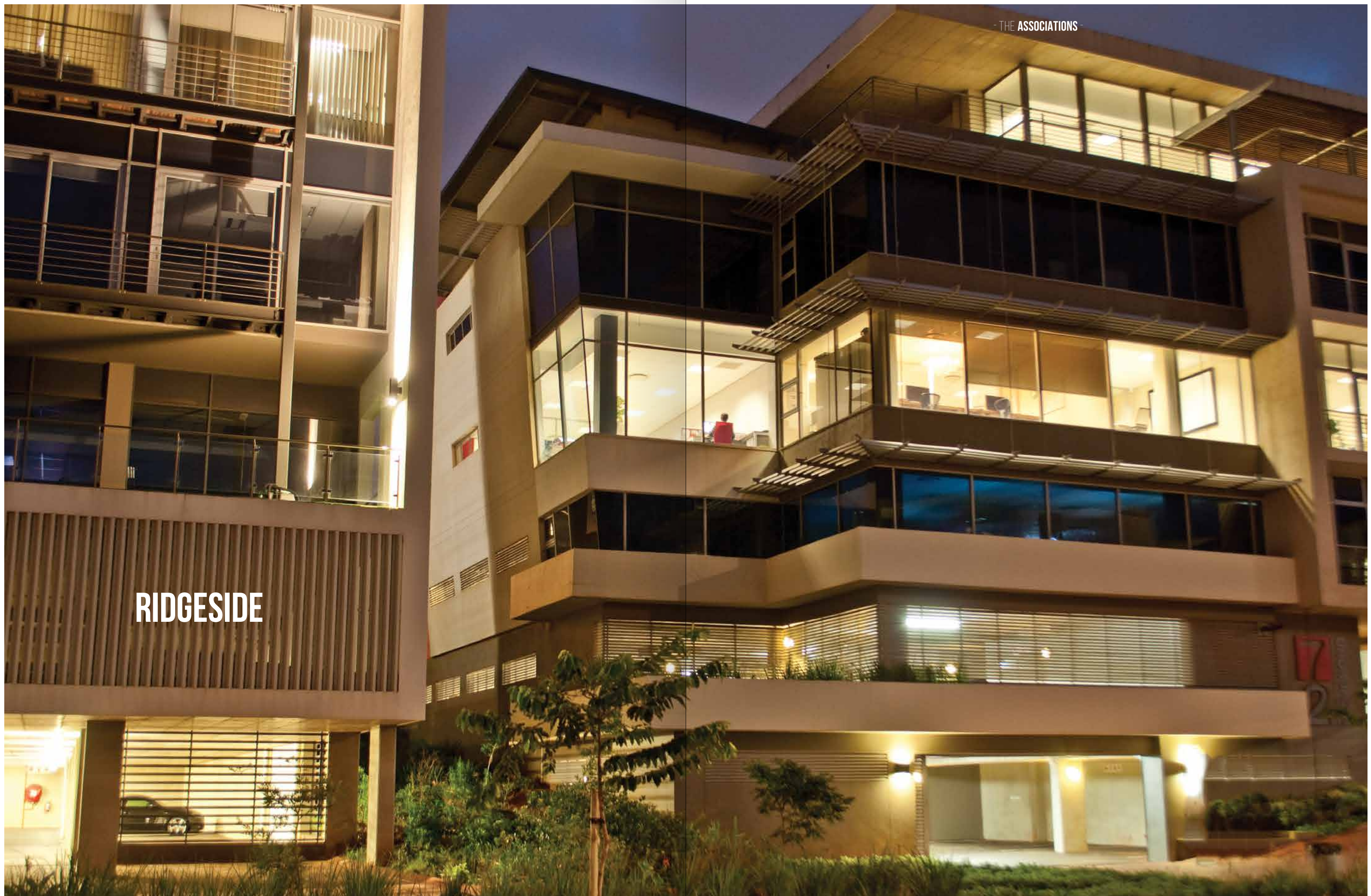


# PARKSIDE UMHLANGA RIDGE



RIDGESIDE

- THE ASSOCIATIONS -





# OUR CONTRIBUTORS

## *featured contributor*

ERKY WOOD

A key pioneer behind the uMhlanga Ridge urban design and development, Erky Wood was part of the original design team in charge of the La Lucia Office Estate, uMhlanga Ridge Town Centre, Millennium Bridge Business Park and Parkside, considering and designing an all-encompassing urban development plan, down to the last sign and unique street furniture. Erky is a founding member and director of award-winning GAPP Architects, a firm that maintains the ethos of creating better places, which he fully embraces.



## *featured photographer & writer*

NICHOLAS CARROLL

Photographers and writers discover that the improvement in both crafts is subject to natural human processes. Every time you pick up a camera, you do a little better with image capture than the previous time. The end result is becoming less of a surprise because you know what you've captured. With writing, you constantly look for ways to 'show' readers what you mean through the visual scenes and emotions you describe. The people and places on The Ridge are beginning to show their real faces through time behind the lens and through constant crafting and shaping of words.



## *featured production team member*

SUZANNE VORSTER

There's nothing Suzanne enjoys more than taking a white space and transforming it with images and text into something interesting and engaging. "It's like solving a puzzle". She runs her studio from home, and enjoys a good work-life balance... being able to spend time with her three children in-between work. "I'd rather someone pops in for a chat and a cup of coffee, and work late, than miss those moments..." With 27 years in the graphic design world, she is all for the idea that every day should be a learning curve.



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perfect look





# CLOSE YOUR EYES

TEXT & IMAGES: NICHOLAS CARROLL

*When you close your eyes, can you instantly go to the place within where you feel safe and at peace? Where colours are fantastic and weird shapes and patterns play out behind the soft moist flesh of your eyelids.*

“SLIP INSIDE THE EYE  
OF YOUR MIND  
DON'T YOU KNOW  
YOU MIGHT FIND  
A BETTER PLACE TO PLAY” –  
Oasis - Don't look back in anger



Taking a wrong turn one day, I buried my low slung car up to the axle in soft sand. I sent a location pin from my phone to a rescuer who was directed to within 10 feet me. Such a location device would be most helpful when looking for that inner place. And with practice - arrive there in a flash, every time.

Many scientists, designers, artists and creators in general find inspiration behind closed eyes. Einstein for example, developed the daytime habit of dropping off to sleep with a problem in mind - to be faithfully jolted awake with the solution shortly after. He effectively allowed his sub-conscious mind to connect briefly with the conscious one. So simple, yet powerful.

“If you can dream it, you can do it” was a mantra of the 90's. Successful people of all times have relied on stillness and visualisation to move forward in their work. World champion golfer Rory MacIlroy spoke about the time he spent seeing himself winning the coveted title of best golfer in the world. Sitting on the edge of his bed with eyes closed, he saw himself playing stroke after brilliant stroke. His dream was realised again and again.

Thousands of hours in the dark gave birth to Umhlanga Ridge. The peaceful disposition and barely perceptible head nodding of the town planner and architects suggested that something was going on behind their closed eyes. They occupied functional and beautiful buildings with ecstatic residents and office workers and paraded day visitors down perfect walkways under manicured trees. When their thoughts made the buildings even more beautiful, the landscape trilled with emerald green forests and blue sky. These visionaries eventually gave life to the static forms on their artistic renders - the living breathing souls, each with a specific purpose and vitality. Their own dreams and visions having brought them to this place that is like nowhere else on earth.

It is universally accepted that there is no limit to what you can feel, see, wish and conjure up behind closed eyes. It is also widely accepted that with time and commitment, some of these day or night dreams will materialise for us. Day dreaming, not too long ago, was punishable by a slap or relegation to less critical positions in the world. The dreamers were often the square pegs that had to be pulled out of round holes. These so called misfits now run the world. Let's call them what they are - visionaries. Just like all of us.

Incidentally, square pegs have been responsible for some of engineering's tightest bonds - like driving a square-cut spike into pre-drilled round holes to secure a steel railway track to the timber sleeper.



How incredible is it that we are limited by our physical vision of what is *there*? When we close our eyes, we become limitless, yet vulnerable at the same time. Developed in 1862 by Ophthalmologist Herman Snellen, the 2020 visual acuity test determines the clarity or sharpness of our vision at a particular distance from a standardised chart. The top line is easy to read for people with normal vision from 20 feet away. If you are awarded 20/30 vision, it means that letters you can read from 20 feet, can be read by people with normal vision from 30 feet. Thankfully, the world behind our closed eyes doesn't require a perishing mechanism through which to see into the infinite vessel of our being. The place of endless creativity and profound change making.

Enjoy your journey through the 2020 Chronicle magazine. More to the point, remind yourself daily and hourly that the answers to everything lie within us. They always have and always will. So fill in your own colours as you flip these pages. Who says your red is the same as mine? My yellow ocean could easily be your blue one.

So stretch any building as tall as you like and darken skies for dramatic affect. Feel free to zoom in tight to see what people are watching on their TV screens.

Thankfully, through the diversity of our individual visions, expectations and tolerances, we are always going to be building this town together, you and I. That is a very powerful place in which to consciously place ourselves - lids up or down.



**"IF SUCCESS IS RELIANT ON BEING ABLE TO READ THE BOTTOM ROW OF LETTERS ON SNELLEN'S CHART FROM 20 FEET AWAY, I WANT NO PART OF IT"** – Anonymous





# VIBRATING

## THE REED

TEXT & IMAGES: NICHOLAS CARROLL

*Stepping through the thick green curtain and into the the M4 coastal forest in Umhlanga is like entering another realm.*

This nation-wide lockdown has forced artists in all disciplines to be as creative as possible and musicians like Takudzwa Muchineripi has found alternative ways to entertain and keep busy.

Takudzwa has been playing the saxophone for his neighbours to enjoy during the lockdown.

Everyday at 7pm, the talented saxophonist has done covers of songs by Barbara Streisand, John Meyer and Bruno Mars among others.

When his gigs got cancelled, Takudzwa had to find alternatives, “A few weeks before lockdown, I started receiving calls from my clients, one after the other, mostly cancelling their bookings and others postponed their dates. This was for private functions, corporate events and weddings.

“Then restaurants started cancelling and the last call was from the Shongweni Farmers Market where I played every Saturday morning. That was the last straw for me and I had a momentary breakdown. I think for me spreading love and not fear became, and still is, the motivation. It was then, I had the idea of recording one song a night from my home studio to share on my social media,” said Takudzwa.

“I realised how that added so much value to what I was doing and to other people's lives. One night I decided, for a change of scenery, to record outside. It was then a few neighbours heard and responded positively in the neighbourhood WhatsApp group. That inspired me to carry on, and I just haven't stopped,” he said

Westville's favourite saxophonist is grateful for the support he receives from his neighbours. “My neighbours have been amazing with positive responses.

A few times I've had neighbours drive up to the gate at 7pm and flash their lights after each song. I've had a neighbour make a donation and there's a mysterious neighbour who blows his vuvuzela after each and every song without fail. I hope to mee him or her after lockdown. I can hear screams and cheering from a distance and always, a string of compliments come through on the group chat after each session,” he said.

- Highway Mail, 18 April 2020

# 01

Westville based musician has been playing instruments since the age of 7 years old.

**“IF YOU DON'T IMMERSE YOURSELF IN WHAT YOU ARE DOING YOU WILL BE CUTTING YOURSELF SHORT OF THE FULL EXPERIENCE”.**

Takudzwa Muchineripi

Our cameraman, Marcello, was taken aback by the sudden coolness and quality of light in this ancient forest remnant. In the 1800's, this stretch of forest adjacent to the Indian Ocean shoreline was teeming with hippo, leopard and elephant. Until some ships arrived and the passengers shot everything for sport and then for survival. Some of us are descendants of these passengers.

Snaking our way to a spot suggested by our environmental guide Smangaliso, we delicately plucked thorny Lantana fronds from our skin and clothes while keeping a wary eye at our feet. Our concerns were unfounded as it turns out that Gaboon Vipers don't favour this particular stretch of the Umhlanga coast. Thank you Smangaliso.

Upon arrival, the clearing was everything we'd hoped: fallen tree bough for saxophonist TK to sit on; high forest canopy with dappled light streaming through and just far enough from the M4 traffic for us to record the pure, liquid tones of the music that was to follow.

TK is a local musician, playing at events and for private audiences. His talents go beyond music and he describes himself as someone who goes 'all in' with new endeavours.

With the camera ready to roll, TK begins warming his saxophone by pushing out a few notes to wet the reed. (The saxophone sound is created by vibrating the reed in the mouthpiece. Reeds are made from the cane plant or from various synthetic materials. The wetter the reed, the warmer and rounder the sound).

TK's rendition of Michael Jackson's “Love never felt so good”, pervaded the air around us like a chorus of human voices. It entered through the ears, the nose and the mouth, filled the chest cavity and electrified the hair on our arms. A tiny green shoot at his foot swayed like a sea urchin as he tapped out excess energy.

By now, light from the rising sun had sharpened, splintering the air behind the musician. A little pop of red from the carnation on his lapel reminding us that every musical occasion is a special one. The expression on TK's face signalled his total immersion in the sound. Later, he recounts “all of a sudden, everything around me (the forest and all of us) disappeared, returning ‘as one’ - becoming the music”

Weeks later, with the greens and browns of the forest long faded, the sound of the saxophone continues to play within me. Pulling the lids down over my eyes, I am instantly transported back to the music, the people and the place. And I have some new words to describe the sound of the saxophone.

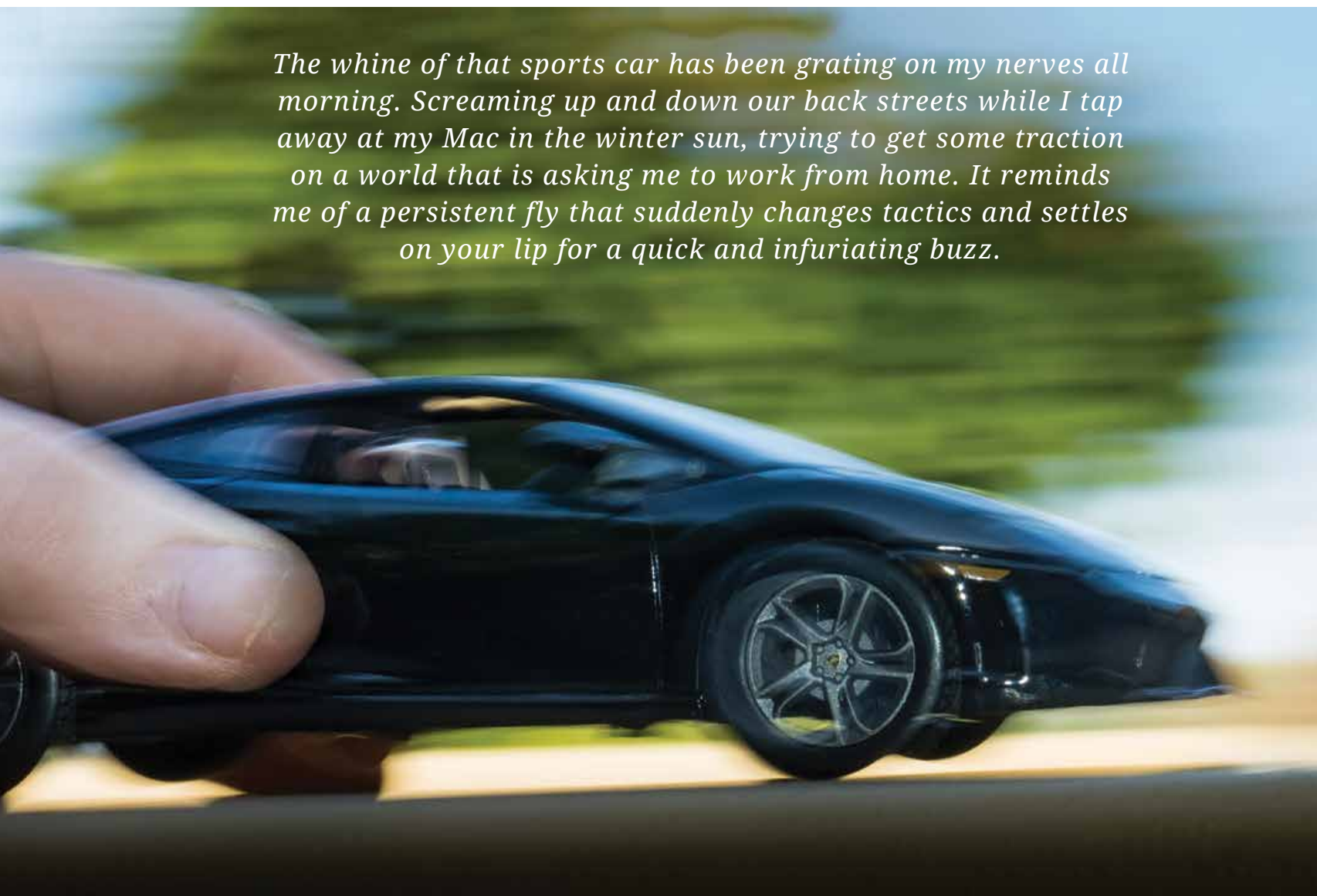




# MAY I HAVE A WORD PLEASE?

TEXT: **TERRENCE ANTHONY** IMAGES: **NICHOLAS CARROLL**

*The whine of that sports car has been grating on my nerves all morning. Screaming up and down our back streets while I tap away at my Mac in the winter sun, trying to get some traction on a world that is asking me to work from home. It reminds me of a persistent fly that suddenly changes tactics and settles on your lip for a quick and infuriating buzz.*



I've taken a few minutes out to familiarise myself with MANPADS - Man-portable Air Defence Systems. These shoulder-held, surface to air missiles seek out heat from engines, detonating a warhead directly on or near the target. Doeff... kaboom! The lightweight, Soviet built SA-7 would look fantastic on our wall unit with a few charred number plates on either side.

Its the noise of sudden acceleration that cracks the peace in this overgrown valley. In earthly terms, acceleration means being pushed back in your car seat for a few moments, your

vision tunnelling exponentially as the speedo needle climbs. You may feel a squirt of adrenaline and some engine vibration. You could even imagine you are in a Formula1 race, wailing past competitors and onto adoring fans already on their feet as you scorch the chequered flag.

Want to know what real acceleration is? Strapped into a seat of a Russian Soyuz rocket with adrenaline pumping through your body, as the mother of all low frequency rumbles begins to lift you off the ground - into an almighty kick in the back sending you to 18700km p/h.

As one astronaut described the G force, "like having 2 friends standing on your chest for a minute or so then chucking you off a cliff (in the split second that you enter orbit)". I'd be game for that.

I am determined not to be a finger wagging, eyebrow raising, down turned mouthed git. However, there is something we need to acknowledge: A growing, global, daily, public outcry about street racing and sudden acceleration in built up areas. Don't be tempted to scan the QR code alongside or search <https://www.rd.com/article/and-sudden-death-readers-digest/>. This link will take you to one of the most widely published Readers Digest articles in the magazine's 92 year history.



The subject - **how speed is the main cause of car accidents** (and not unroadworthy vehicles). Appearing in the August 1935 issue, it describes horrifying damage to victims: The unbelievable pain and suffering of the 'not yet dead at the scene, but hopefully will be soon.' The victim's only fault was being in the right place at the wrong time. I urge you not to read it, no matter how tempting. <https://www.rd.com/culture/andsudden-death-readers-digest/>. The author of this 1935 article recalled after writing it: judges were sentencing speeders to write the article out fifty times or go to jail; insurance companies were handing out free copies to their customers and oil companies were distributing it at petrol stations."



**"WE, THE DRIVERS OF OUR OWN EXPENSIVE AND FAST VEHICLES, POLICE OURSELVES".**

Anonymous - Proud Speedster Survey, South Africa 2009.





There's that car again, screaming up and down. The rocket launcher is unrealistic. Maybe the cops have a spare set of traffic spikes to lend me. Throw them onto the tarmac and bring the offending vehicle to a messy and expensive halt. Then leg it to start a new life as a self proclaimed vigilante against "killing by driving too fast in a built up area".

In 1905, the law required that a man with a red flag walked in front of your vehicle as you rumbled along at 15km p/h. That was the US government's solution to the carnage that was already unfolding on their roads. There were no traffic

lanes, stop streets, lights or indicators of any kind.

**INEXPLICABLY, NO AMOUNT OF STATISTICAL INFORMATION, GORY IMAGES OR THE TESTIMONY OF THE VICTIMS OF THE SENSELESS CRIME OF 'KILLING ANOTHER WHILST IN PURSUIT OF A SQUIRT OF ADRENALIN', HAS MADE ANY DIFFERENCE TO OUR BEHAVIOUR ON THE ROADS - 110 YEARS ON. THIS CRIME OF EXTREME VIOLENCE CONTINUES, UNABATED.**

Globally, the number of fatalities in the crime of "killing through excessive selfishness" now eclipses that of violent crime. The word 'accident' pre-supposes that no one was at fault. A bit like the public figure who gets caught with their hand in the cookie jar and apologises for the mistake. Their mistake was getting caught.

There it is - a blur of shiny black paint through the trees about a mile away, accompanied by the screaming engine. Maybe I should just confront them. I Googled 'Citizens Arrest', only to find that the perp needs to be physically threatening another person before I'm allowed to intervene. The thing is, I have no excuse being on the road during lock down. I could be overreacting - maybe the driver is en-route to assist a needy relative, or requires urgent provisions. I have a provision for them, in the form of a slap.

During a recent visit to a small town not too far away, I found myself pursuing a matt black sports car that was weaving in and out of traffic like it was in a Playstation game. It turned into an apartment block ahead so I followed, stopping at the entrance to the underground car park to wait for the driver to appear. I am not aggressive by nature, so I was very surprised to find myself standing beside my car to see this one through.

The driver appeared wearing a sky blue sweater and lots of well kept hair. Nodding in his direction I told him that his reckless speeding was unacceptable and will cause an accident. Without missing a step he replied that it was a R2 million car that needed to be driven like that, and "I've had my licence for over 20 years". After a few more words, he apologised, came over, hugged me and walked into the main foyer of the building.

2010-2020 was earmarked by The WHO as the decade of 'road safety' to curb death caused by speeding. Unfortunately they've missed their target by miles. I've got a better chance of hitting mine with a little help from a Soviet made SA-7 rocket launcher.

Speed kills, and no amount of driving experience can save you when law abiding road users don't behave in the way you need them to. Like when a pedestrian steps into the road without looking. Or, the car in front suddenly changes lanes and didn't see you coming because they expect other cars to travel at 60. Not an unreasonable expectation at all. Hey - what if the car in front slows suddenly to allow a buck to cross the road? Our towns have been teeming with them since lockdown.

I wish I'd had the time to find and interview our local speeders, bringing some needed balance to this rant. I might write a follow up piece and include their point of view. Hmmm. Nope.



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# PREFERABLY ADULTS ONLY

TEXT & IMAGES: NICHOLAS CARROLL

*Since infancy, all of our memories have been faithfully recorded within us as if on disc. We access some of these memories when we respond to stimuli from people at work, home and during social engagements. Stimuli in this instance refers to a verbal exchange with others.*

Canadian psychologist, Eric Berne observed that these responses come in three possible forms, called **ego states**. Each of these states has the potential to encourage the positive flow of conversation, or cause communication to fall apart.

The first of these states he called **The Parent**, characterised by mannerisms we borrow from our parents. Think hands on hips and the wagging finger. It's not an entirely negative state as **The Parent** has a valid role to play in a healthy existence. Who doesn't need a little overprotection, nurturing and criticism occasionally?

The second state Berne named was **The Adult**. Easy to recognise in ourselves and others: Steady eye contact and the objective appraisal of reality; No borrowed responses from **The Parent**. Just you with the facts at hand.

Lastly, **The Child** makes an appearance. Accompanied by events from our childhood that play out in our interactions with others. Think tantrums, spitefulness and "I am so badly done by". We all exhibit this state at times. **The Child** ego state can also bring charm, warmth, joy and creativity to situations.

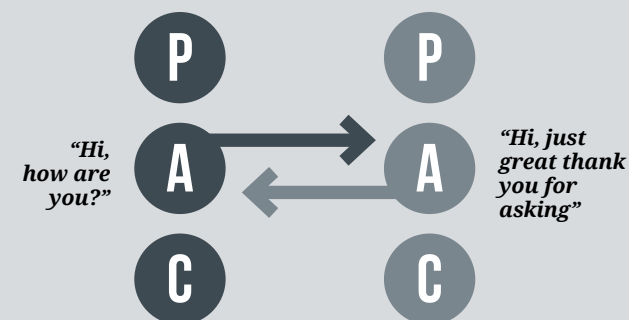
Cut yourself some slack though, it's not like we can turn off the recordings. Through awareness of Eric Berne's work you will easily recognise these ego states when they make an appearance. Then you can choose how you would like to respond in any given situation. **The Adult** state is a preferable response in almost every situation.

Berne created the **P (parent) A (adult) C (child)** model to enable us to identify the different states. **P A C** is used more than any other analytical model in organisations around the world. It allows an instant analysis of interactions between people. TA is popularly used to improve customer service and direct leadership to more effective outcomes.

## TRANSACTION #1

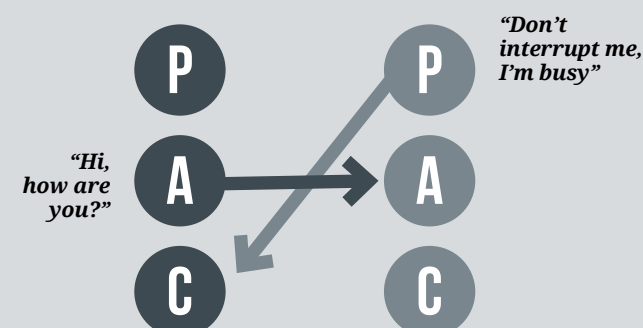
In the **P A C** model, a unit of conversation is called a "**transaction**". You say "Hi, how are you?" (one unit), I reply "Hi, just great thank you for asking" (two units and so on).

See the image below



## TRANSACTION #2

A simple "Hi", in Transaction #1 above, is met with a complimentary "Hi". Your Adult engaging my Adult. Complimentary lines in the P A C model refer to the conversation lines connecting our Adults. In the second example, The Adult "Hi, how are you" is met with, "Don't interrupt me, I am busy"



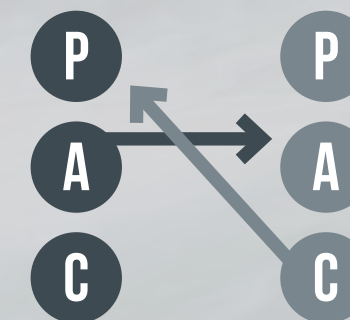
The response is that of an impatient Parent talking back to a child. The lines now cross and the conversation is no longer complimentary. Communication begins to break down. Whereas a complimentary transaction can continue indefinitely.



## TRANSACTION #3

**Stimulus:** "Good afternoon Sir. Please slow down. High speed driving along Umhlanga Boulevard is illegal and a danger to other road users."

**Response:** "You are not the police so you can't tell me what to do."



The driver has completely disregarded the EPO's perfectly reasonable request to slow down. Instead of responding in an adult manner, he allows his Child to respond as if back to a Parent.

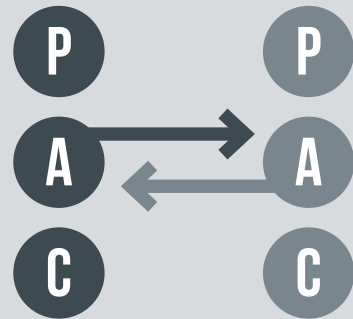




#### TRANSACTION #4

**Stimulus:** “Good afternoon Sir. Please slow down. High speed driving along Umhlanga Boulevard is illegal and a danger to other road users”.

**Response:** “You are absolutely right. I sometimes get carried away in this car. Its a bit of a beast. I will slow down.”

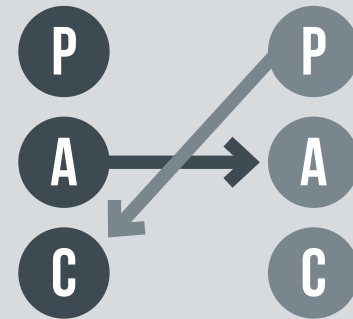


The driver has allowed his Adult to respond. His response is complimentary, meaning the exchange between the two is unlikely to break down.

#### TRANSACTION #5

**Stimulus:** “Good afternoon Sir. Please slow down. High speed driving along Umhlanga Boulevard is illegal and a danger to other road users”.

**Response:** “Don’t you have better things to do than harass drivers of sports cars. Go and catch a real criminal?”



The drivers Parent has stepped forward to respond. Remember that a Parent can sometimes be superior in their response. Imagine them with hands on hips, looking the Child up and down.

Transactional Analysis (TA), speeded everything up in the 1950’s. Some life long psychological issues were resolved in patients who’d spent years in therapy being “understood”. The simple act of witnessing transactions between people can be used to understand the source of conflict and even prevent it.

Call centre agents need not take things personally once they understand that they are dealing with the callers Child or Parent. Easy to identify when you know what to look for. When the Child or Parent appears, keep responding as an Adult and you will most likely succeed in bringing out their adult too.

#### ONCE THE AWARENESS OF TA TAKES HOLD IN YOU, YOU WILL ALWAYS RECOGNISE THE STATE FROM WHICH YOU ARE RESPONDING.

Be kind when you recognise the Parent and Child states in others and bring them gently back to Adulthood, if the situation calls for it. Remember to allow the creative, passionate child to delight the audience as well. All these states are necessary for a healthy, balanced existence.

Please contact Nick Carroll On 084 899 8909  
for more information on TA training  
and reference material.

# SIGN OF THE TIMES

TEXT: ERKY WOOD IMAGES: NICHOLAS CARROLL

*Wayfinding and graphic  
communication on the Ridge.*

**Erky Wood of GAPP Architects & Urban Designers**, as a consultant to Tongaat Hulett Developments (Now Tongaat Hulett Property) and the Ridge Management Association, has been responsible for much of the detailed planning, design and on-going design review of the development of the Ridge (La Lucia Ridge Office Estate, Umhlanga Ridge Town Centre, Parkside and the Millennium Bridge Business Park). The firm has also been responsible for many of the iconic features on the Ridge, including the Moreland Millennium Bridge, the features on the North and South Circles on Umhlanga Rocks Drive in the iconic ‘fever tree boulevard’, all the lighting, the paving, the street furniture and bus shelters - all this over a period of more than 20 years.

The Ridge Chronicle has asked Erky to contribute a series of articles reflecting on this work and, in his first contribution, he dealt with the making of the La Lucia Ridge Office Estate. In the second article, he reminisced about the coming into being of the Umhlanga Ridge Town Centre phenomenon and the third considered the animation people have brought to this fledgeling urban node. In the true nature of cities, growth is inevitable and in the fourth article, he shared his thoughts on this.

In this, the 2020 Winter edition of the Chronicle, Erky shares some thoughts on how we maintain a high-quality urban environment whilst making strides into a digitally transformed future. As ever, the article as it appears here may be too long for publication in full in this issue, and may be an edited version. For the unexpurgated version of any articles that may have been shortened, please visit [www.gapp.net](http://www.gapp.net).



It's strange to be writing a piece for the "winter" edition of the Chronicle: as a 'Hun from the North' (i.e. Jo'burg) and having some say in the naming of streets in the new town centre, we used only two of the seasons as names: Spring Close and Summer Way. Autumn Drive already pre-dated the new town centre on our common boundary with Prestondale and Rasik Soni would later name two of his developments as Seasons Court and Seasons Park. When asked where Winter Way would be, we'd say "there isn't one because there's NO winter in Durban!"

Street names are, of course one of the most fundamental – if not the most fundamental - aspects of way-finding in cities and I've always admired cities that get it right in the system used, the predictability of where the names are placed on display and, of course, simply the fact that someone gets the job done diligently, without spelling mistakes and the right way up; London and New York are cases in point.

I'm pretty happy with the approach we adopted for street name signage in the Umhlanga Town Centre (with correct spelling and everything) although the number of motorists who simply cannot seem to master the rudiments of steering and braking and keep pranging into them is lamentable: it's really difficult to see how these items of street furniture could possibly be in the way or at risk of being parked on. I do, however, take some comfort whenever I see a dinged bollard, pole or street sign, that at least they would have taken the fall for the pedestrians beyond them.

**The other thing about signage in general in cities is that there are essentially three kinds of collective outcomes:**

- there are the celebrated, exciting examples of the overuse of garish bright, over-the-top, jarring juxtaposition of sensory overload (London's Piccadilly Circus, New York's Times Square, parts of Hong Kong and parts of Tokyo) and these are typically quite limited to certain districts or points of impact;
- then there's the thoughtful application of graphic intellect where the 'less is more' approach to uncluttered, appropriately sized signage is guided by tempered colour and lighting, taste and discernment;
- and then there's the 'anything goes' approach where the more often one clutters up the urban environment with oversized, inappropriate lighting and flashing, moving parts of all types and limbs or otherwise grotesque and static giant figures pointing the way into a fitment centre or obscenely thrusting a hot dog into a cavernous, disgusting mouth where the maxim of repeating an advert as often as possible applies (along the lines of a 'lie told often enough may somehow become the truth'), and, of course, splashing vast lengths of meaningless telephone numbers and www addresses all over everything and, essentially, the blind panic of business-is-bad-and-it's-because-we're-not-advertising-enough so we go into a frenzy of splashing out on even more clutter.

**"WHAT NOVELTY IS WORTH THAT SWEET MONOTONY WHERE EVERYTHING IS KNOWN AND LOVED BECAUSE IT IS KNOWN?"** - George Eliot:  
The Mill on the Floss

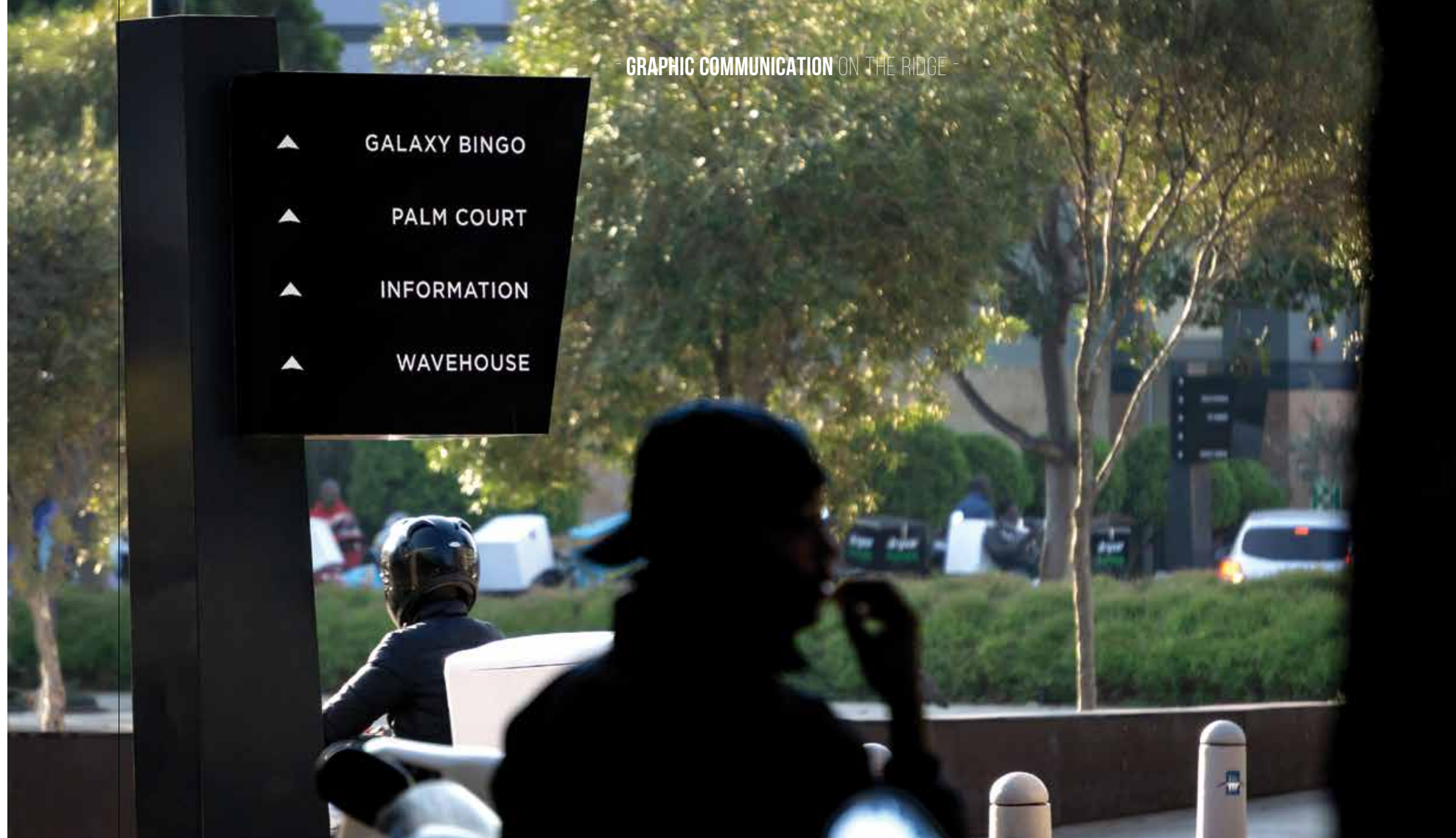


#### Four things:

1. I used to think buildings and architecture were for the care, nurture, shelter, dignity and culture of people in the urban community. I was wrong. Apparently, they're there for signage salesmen to fill up and sell advertising space regardless of the building's design, boarding up over windows, even draping the whole edifice in fabric 'socks' that entirely supplant the architecture, reducing buildings to nothing other than gigantic billboards for tasteless super-graphics that become nothing more than more noise, clutter, visual pollution, eye-candy entirely devoid of intellect, and an increasingly stressful, incoherent urban illegibility.
2. You'd think signage people would, by virtue of the very important job they have in getting graphic communication across to an audience, know about the science, psychology and art of graphic communication. Again, apparently, I was wrong. Apart from some very notable exceptions, I've come to realise that graphic expertise is in short supply and the majority of signage doesn't go much beyond how to transpose graphics onto a board and getting the board onto a wall. How people look at graphics, how the eye is drawn, how perceptions are played with, what sizes of signs work at what speeds and distances, how much information to put in, what to leave out, all these things, like the renaissance, seem to have missed many in the signage field, leaving the art, intellect and majesty of graphics in a very sad place indeed.
3. Some may remember the heyday of the 'Honest Sam's Automarts' that lined Jules Street in Johannesburg's eastern inner-city where broken down bangers were sold from mile after mile of second-hand car lots and oil-soaked sidewalks. Despite the very different, more sophisticated market that now characterizes the motor sales industry, and where the CI (Corporate Identity) of car dealerships yield some seriously

high-end architecture, it seems that, in the matter of advertising and graphics, you can take the boy out of Jules street but you can't take Jules street out of the boy: bunting, flags, balloons and gross banners and placards stuck onto these elegant showroom windows abound, completely obliterating the product within which is supposed to be on show.

4. And now, of course, with the advent of desktop publishing and high-resolution cameras embedded in cell phones, suddenly everyone's an advertising and signage specialist. The result is that even what graphic capacity sat with signage companies now pales into insignificance as anyone and everyone sets about doing their own parodies of signage. Quite apart from the bad graphics, the clutter, the non-understanding of getting a message across, now the MD of the company not only tries his hand at making the company's signage, but he also sneaks the chance to style his dear daughter as the model in the signage from photos he's snapped of her.



And so it was against this backdrop that we devised a code for the Ridge's signage that doesn't allow billboards, controls size and content, insists on complementing the architectural ethic of a building, does not clutter, does not shout out: in essence, an approach to signage and advertising that is guided by good public manners.

It's vital to state, at the outset, that the code is very much about helping companies and enterprises to promote themselves, become known and do well. These enterprises are, in the final analysis, the lifeblood of our fledgling city and we not only welcome them but want to assist in every way to make them prosperous.





At the same time, however, no matter how well planned the public environment of a place is, no matter how cogent and instructive the architectural code, how public-minded the approach to welcome the user of the city, the creation of natural surveillance and the sense of ‘ownership’ by all the town’s constituents, it is in the detail of the way signage and lighting, out-shouting one another, selfishness and bad public manners are managed that sets enduring, value-adding commercial places apart from just another urban bun-fight.

On balance, the proof of the pudding is in the eating: Umhlanga Ridge continues to attract investment and accounts for close to 10% of the entire metropolitan rates contribution; it is successful. And it is successful not only because of its profile, design and management: it is the attention to detail to which that management is directed that makes it so successful. So where is all this going? What’s the next generation in the extraordinary technological progress being made in big-screen graphics, lighting, projection, virtual and augmented reality, etc. that shows so much promise if handled correctly and yet, in the wrong hands, an emerging urban terror? Visit various websites to see what’s being done at the leading-edge in cities around the world and the lighting projection shows that are mostly done for the branding of a city that takes itself seriously – witness Sydney, Singapore and New York, to name just a few.

Clearly, we have to move with the times, ensuring as we do so, that we add more quality to the town centre and its liveability rather than simply join a race to the bottom because we think we’re obliged to stay up to date. Far from it: despite the exponential growth in the clutter of big-screen billboards that have burgeoned lawlessly to the detriment of eThekweni and Johannesburg (despite all the hard work done by city officials and their policies aimed at getting on top of things), we decline to simply let our value-proposition on the Ridge degenerate; we will embrace and go with technology and we will, because we must, become a leader in the application (and the upstream and downstream spin-offs) of these new advances.

In all of this, we’ve been very lucky to come into the orbit of a group, and very special individuals within it, that wants to partner with the Ridge Management Association and the

Metropolitan Municipality in taking the Ridge forward on this next digital transition of the town centre. One of the concerns has been that the roll-out of next-generation technology in way-finding and graphic communication, albeit having commercial and advertising content, has to remain within the public domain: if certain individual property owners were to be permitted to bring their properties into this, it would be unfair to omit others. In permitting every owner to get involved, however, would be to open the door to an unsustainable precedent and I’m afraid we’d find our selves on the brink of that dreaded, long, slippery slope that we’re desperate to avoid.

Similarly, there should be no question of certain properties being able to cash in on what is, after all, a value proposition owned by all members of the various associations within the umbrella Ridge Association: the brand is common to all. By keeping the new generation of digital signage, way-finding and information (which is essentially a public service) appropriately in the public realm under the direction and commercial participation of the Ridge Management Association, it is tantamount to all members participating in whatever value uplift might be in the offing.

Within the public realm, therefore, we are in the early exploratory phases of an exciting journey into how to deliver ‘smart city’ technology, way-finding, and public service information in the form of exquisitely defined technology which will, indeed, carry commercial advertising content (and, hence, rental income) but in a format subservient to its primary public information service.

Allied to this, there are exciting plans to explore and deliver additional contributions into the enhancement, improvement and extension of the Ridge’s public environment through further landscaping and maintenance, street furniture and, potentially, a dedicated eco-cycle system – a group bicycle system picked up from and re-docked at various points in the expanded area by smart card and having the added benefit of a small electric motor to ease the sweat of peddling. Although many cities in South Africa are grappling with how to make safe, convenient and affordable cycling possible, we on the Ridge have the distinct advantage of being able to retrofit

our young urban system with a properly thought out design and layout that will, we hope, soon form a complement to the much-awaited rapid bus system that will see the town centre linked to the eThekweni city centre, Cornubia, Mount Edgecombe, Bridge City and King Shaka International Airport.

## IT IS OFTEN SAID THAT THERE ARE ONLY TWO TYPES OF MAYORS AT THE HEADS OF CITIES THE WORLD OVER: THOSE WITH ECO-CYCLE SYSTEMS AND THOSE WISHING THEY HAD ONE. HERE’S TO US LOOKING FORWARD TO BEING IN THAT FIRST CATEGORY.

High-quality public transport has been one of our greatest limitations in the past (and one which the Management Association has precious little leverage over) and must be a priority for its continued success into the future. Our longer-term planning has already taken account of how we can become part of a wider regional rail system, including a possible rapid rail connecting from the city centre, under the Ridge, to King Shaka and so we continue to think in terms of best international practice from a sustainability point of view.

In the meantime, we continue to sweat the small, detailed stuff and it’s great to report that, after several years of very careful discussions, we are on the cusp of a programme to retrofit, over time and in a collaborative partnership with the eThekweni Transport Authority (ETA), each intersection in the town centre with raised ‘tabletop’ intersections that will significantly increase pedestrian safety, intersection safety and reduce speeding. This will make a vast improvement to the pedestrian qualities and walk-ability of the node and will go hand-in-hand with improved levels of sidewalk lighting to increase pedestrian safety at night as well.

So whilst we are excited by this new venture into the very special things that changing technology holds for us, it’s always good to also remember, to crudely paraphrase George Elliot (that literary giant of a woman obliged to publish under an assumed masculine nom de plume) who speaks of how precious the ‘known’ is in being able to recognize the value of ‘novelty’: cites are, in urban design-speak, made up of the generic, the systematic and the unique. Most of the city’s face – the generic - is quiet, demure, even humdrum (the ‘porridge’ of what makes up its façade); the systematic makes recurring parts of the city, very often corners in the street grid, for example, special and memorable; the unique is precisely that – unique – because there are very few elements that warrant iconic status and, if everything was gee-whiz, nothing would then actually stand out as meritorious or special.

It’s all very well to express the hotel lobby of a resort as a stunning piece of over-the-top-design that’ll blow your head off at a thousand paces with the visual and sensory impact it makes but that’s because it can and must be iconic: people are there as short-stay visitors in search of novelty in that beautiful way, when travelling exotically, absolutely everything is novel. But let’s also remember how tiring it is to be confronted, day after day, year after year, for those who live in a city that’s always trying to blow your head off: for those of us who live in, and love our cities, it’s always so good just to get to that place – the known – where the city is like your favourite old coat that you just shrug on and it simply fits!



# THE HUMAN TOUCH

TEXT & IMAGES: NICHOLAS CARROLL

There is something quietly stated about these bikes. Considering the power of the engine, the sound they make is not why they draw a second glance. They are examples of balance and aesthetic appeal - their presence stirring an appreciation for a natural order in things. Designed for specific customers, every human touch point is carefully considered, from the placement of the footpegs to the distance the hands travel to rest on the handlebars. Some of the metal finishes are silky and display a myriad of colour shifts in daylight.

"Iconic" is the word that brings this collection of highly personalised, hand crafted, modern machinery together. The word is the brand name and an apt description of what they are: Simply iconic. They do not pretend to be something they are not. The word simply means excellent, in its class or category, without boast. The craftsmen are simply signing off their work, announcing its arrival.

You are most welcome at **The Biker Store** at 24 Solstice Road, Umhlanga Ridge.



*We've followed the work of The Biker Store in several issues of The Chronicle. Their custom built motorbikes have featured in a story about divine proportion and have also been used to illustrate methods of traditional craftsmanship.*

## iconic

adjective

1. Distinctly excellent

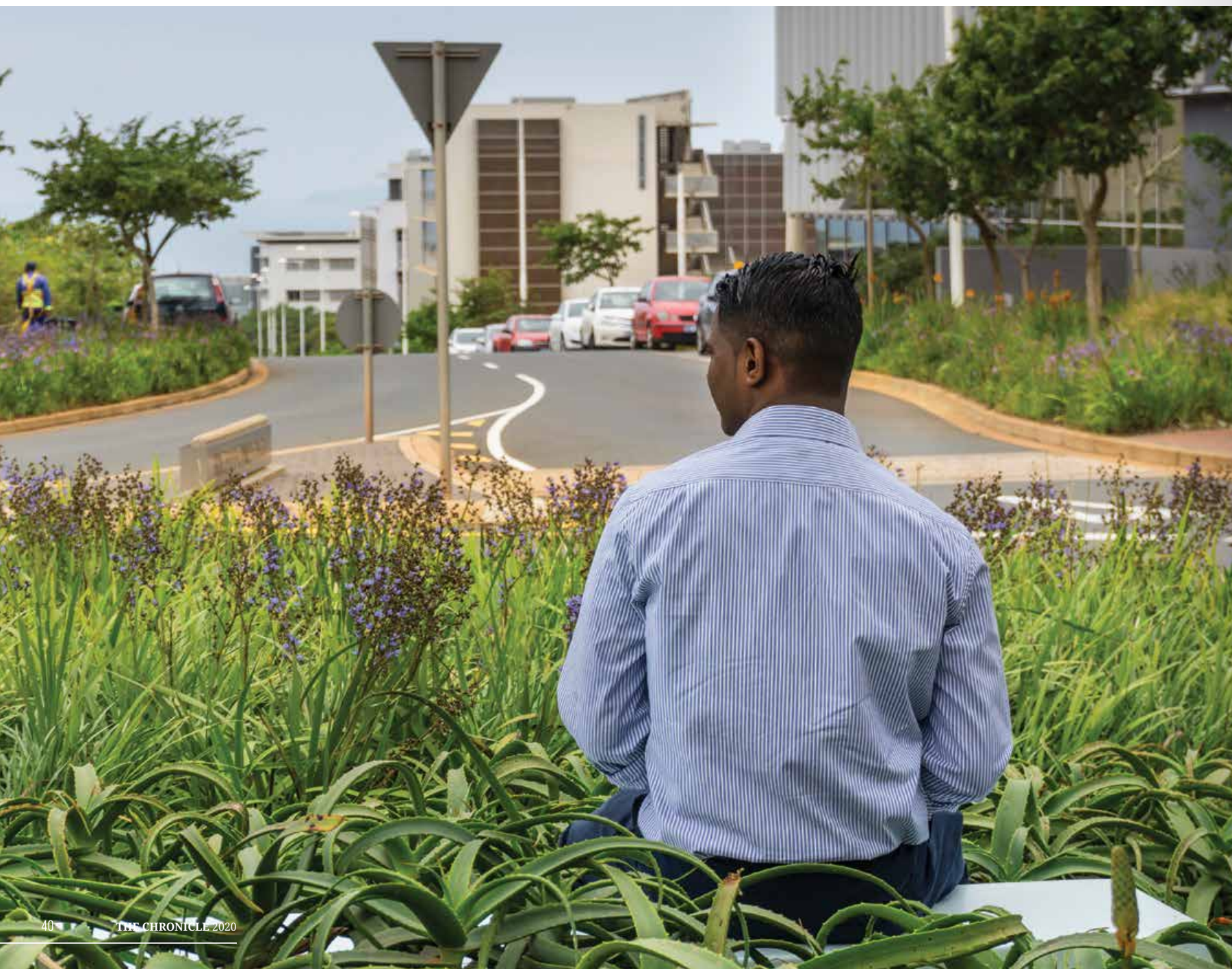




# HOW MUCH ARE YOU BENCHING?

TEXT & IMAGES: NICHOLAS CARROLL

*The best daytime picnic spots on the Ridge, no need to book! During the making of this article, I had to find park benches in great locations and I had to sit on them. In the process, I discovered that I actually “think” when I’m sitting on a park bench. The world slows down and my thoughts become clearer.*



**THERE IS NOTHING MORE LUXURIOUS THAN SITTING ON A PARK BENCH EATING YOUR PACKED LUNCH AND WATCHING THE WORLD GO BY. IF YOU’RE LIKE ME THOUGH, YOU LIKE TO KEEP MOVING, AS SITTING MAKES ME FEEL GUILTY.**

The other stuff that I thought was thinking, was quite the opposite - a stream of worries being entertained by my mind, regurgitated opinions on things that I should have dropped ages ago and completely unusable conversations with my idiot self.

The park benches on The Ridge weren’t simply dropped off by a truck on the day they were ready for distribution. They are all carefully positioned for optimal enjoyment, a couple of degrees in another direction and the perfect view would be lost.

Your work colleagues may think that you are abandoning them during lunch. In fact, you’ll return more centered and more focused for the second part of the day.



# BACK TO BLACK

TEXT & IMAGES: NICHOLAS CARROLL

*The blackest black known to man is Vantablack. Developed by a UK scientific laboratory in 2014, Vantablack is more than a colour, it is a material. Composed of a grown forest of millions of microscopic vertical nanotubes that absorb 99.96% of light striking it. Vantablack captures light, preventing it from reflecting back to the source. In pursuit of the blackest of blacks, British sculptor, Anish Kapoor has obtained the exclusive rights to use Vantablack in his work.*



Art students are often advised to limit the use of black in their paintings because it can lead to unpleasant results. Advised instead to build up the impression of black by using the other colours in the palette. Black is what you get when you mix all the primary colours together, so there is no need to go out and buy a tube of black paint. Is there?

And yet black and white photography, yes art, is a medium where deep blacks are intentionally created in pursuit of striking and contrasty images that often adorn the walls of homes and public spaces. Deeper blacks will allow you to see brighter light. Black and white photography gets straight to the point by stripping away the distraction of colour.

When experienced photographers haul out their vintage film cameras to shoot black and white, their minds are already thinking in textures, form, shadow and light. They are able to read the light and the colour in a scene and predetermine what the overall black and white effect will be. Reds and greens tend to look very similar in tone in black and white, so a green field of red poppies is going to be disappointing when the image begins to emerge on the paper under the red darkroom safelight, or when you choose Black and White in processing.

Photographer's brains automatically convert colour scenes to black and white. However, Sony's Alpha series of mirrorless cameras will do the job for you. These cameras deliver an electronic signal to your eye when you look through the viewfinder or back screen. Whereas DSLR's (Digital Single Lens Reflex) cameras use a mirror to bypass the shutter system. The DSLR preview is real and in colour only. Through Sony's electronic viewfinder (EVF) you are given an accurate preview of what the picture will look like when you press the shutter button. By switching to Black & White mode, the preview image is instantly converted to greyscale. This is an incredibly powerful tool. And don't worry, you will still have the original file in colour as well. Choosing to shoot black and white slows you down and makes you think. Where would you like the viewer to look? How do you want them to feel?

## BY ELIMINATING COLOUR IN YOUR PICTURES YOU BRING THE VIEWER'S ATTENTION TO CONTENT.

You expose the emotion of the people in your pictures, through their expressions and body language. You get the opportunity to use negative space to your advantage - large portions of the picture with nothing in them. This evokes feelings of loneliness, peace or isolation, depending on the rest of your composition. Our emotions are influenced by the colour of negative space - warm and inviting, cool and calm. Whereas black and white tones in negative space can ignite a much wider range of emotion and feeling.

Contrast becomes more than the difference between shadow and highlight, it becomes a tool by which to illustrate emotion. With some practice, you may find yourself looking for abstraction in the world around you, obscuring the real context of the image. Dancers use their bodies to express themselves, painters use their palette. Light, and the crafting of it is the medium of photography.

- BACK TO **BLACK** -

**“BLACK AND WHITE ALWAYS  
LOOKS MODERN”**  
– Karl Lagerfeld







01

**SIMPLY  
PERFECT**

Paper-like  
petals in Chris  
Saunders Park.



02

**PARKSIDE  
ARCHITECTURE**

Form, shadow,  
negative space  
and light.







03

GATEWAY  
Water flows  
at Gateway  
Fountain Circle.

- BACK TO **BLACK** -

**“I’VE BEEN FORTY YEARS DISCOVERING THAT THE QUEEN OF ALL COLOURS IS BLACK.”**  
– Henri Matisse





# AT YOUR SERVICE

TEXT: NICHOLAS CARROLL



*In her bestselling book “Becoming”, Michelle Obama writes about the creation of a vegetable and flower garden at the White House. It positively impacted so many people from school children to members of the surrounding communities, White House staff and her own family.*

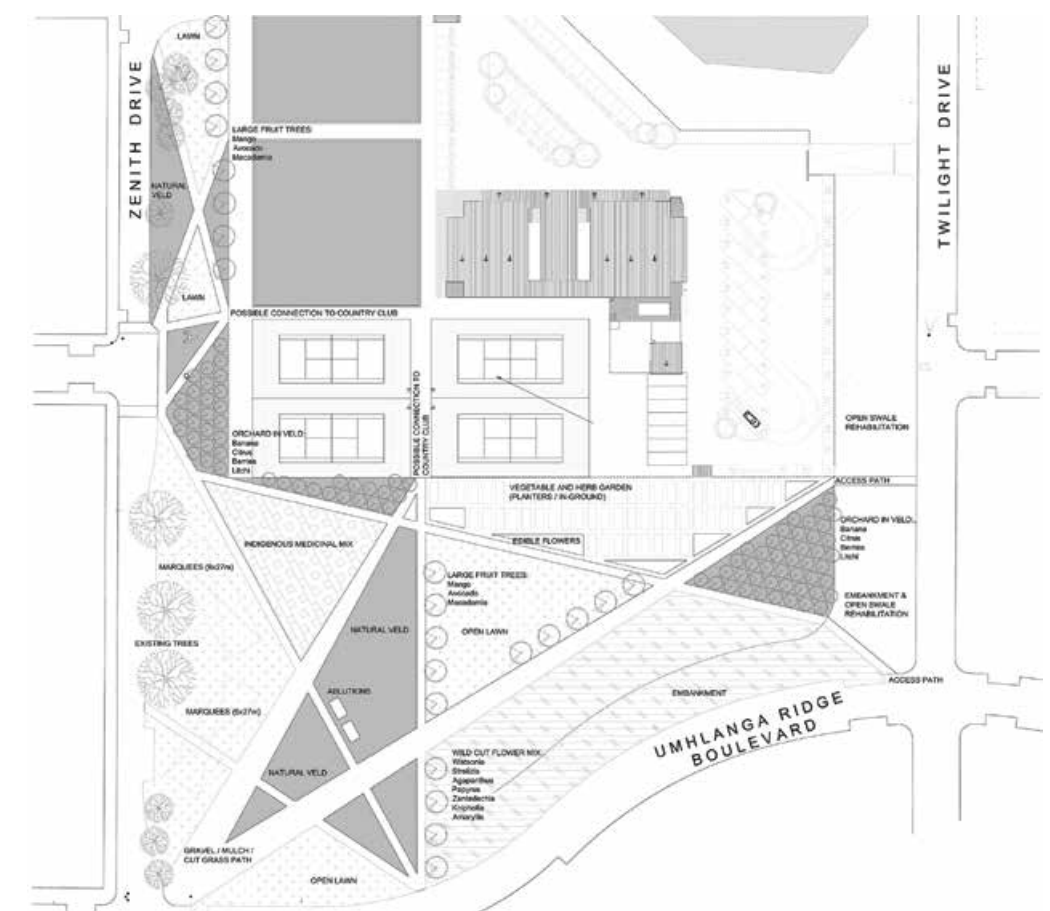


It was hard work and they endured the usual challenges: a hailstorm wiped out the first crops; insects feasted on the next etc. With so many epic moments during the Obama administration, it was the organic anchoring of this comparatively small garden that makes her story so memorable.

Umlanga Ridge now has its own community vegetable and flower garden. Situated in the lot, on the corner of Umlanga Ridge Boulevard and Zenith Drive, the intended beneficiaries of this project fill up a sizable list including:

- The occupants of the surrounding apartments who are going to look down on a blaze of colour
- Members of neighbouring communities who will benefit from work opportunities and the proposed flea market facility
- Anyone who feels like a stroll through the beds and parkland within which it is being established
- School children who will given a first hand look at how sustainable horticultural activities can benefit entire communities
- Local hotels and businesses that can be supplied with fresh produce and cut flowers daily

Planting and growing will continue throughout 2020 and a composting program will be established for retail purposes, with jobs created for people of neighbouring Blackburn Village. Behind Michelle's desire to establish the vegetable garden was her realisation that her own children were not receiving balanced nutrition. With no experience in gardening whatsoever, her initiative sparked a nationwide drive to improve the health of all American children. They never looked back and her legacy continues today.





# THE ART OF WASTE

TEXT & IMAGES: NICHOLAS CARROLL

*If we allowed 'green waste' to pile up, drains would block and roads would become indistinguishable from sidewalks.*



- WASTE NOT WANT NOT -

When our green waste (twigs, fallen leaves and grass cuttings) is removed, we deny the soil of essential nutrients. Until recently, we've been raking, sweeping, collecting and dumping off site.

Green waste is now fed into an industrial chipper "The Chipper" at our local nursery to create finer material called mulch. Adding this mulch back into the soil increases nutrient levels, producing healthier, more beautiful plants and flowers. Mulch also conserves water, and, surprisingly, stops the growth of weeds. By recycling and using our green waste at the source, we need no longer rely on heavy waste removal vehicles - resulting in better traffic flow, longer lasting roads and reduced stress levels.

"The Chipper" was introduced by Gavin Foster of Countryline - the Town Centre's landscapers "This is just the beginning" he says. "We are already talking to hotels and office blocks about collecting all their canteen and kitchen waste and subjecting it to large scale Bokashi processing. In essence, we are diverting waste from landfills and using it back at the place of origin".

Within two weeks, a Bokashi system will convert all types of food waste into highly nutritious compost. Bokashi 'ferments' cooked and raw meat, (including chopped up bones), fruit and veg and even paper products like serviettes. This fermentation

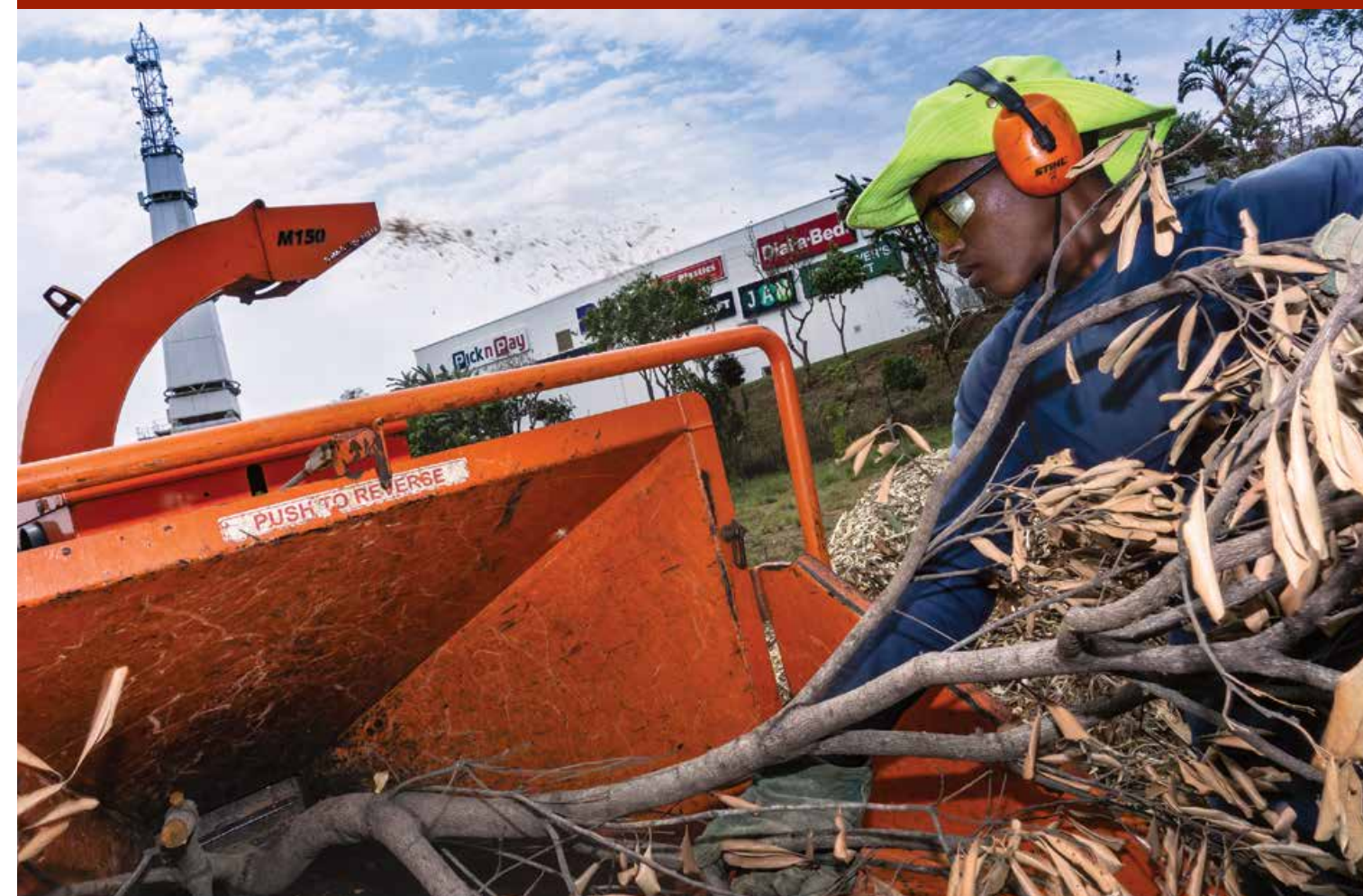
process generates the microbes, yeasts and fungi that are the building blocks of healthy and productive soil.

## TRADITIONAL COMPOSTING METHODS RELY ON SPECIFIC FOOD SCRAPS, BOKASHI COMPOSTING WORKS ON EVERYTHING.

The process doesn't emit offensive odours or attract pests. The compost produced from this process is super rich, creating wonders in the soil. "Add this mixture to the mulch created by 'chipping' the green waste and we have our own very powerful soil elixir" says Gavin".



*Bokashi - Japanese for 'well fermented organic matter' was introduced to the modern world in the 1980's. This centuries old Japanese practice turns everyday kitchen waste into rich compost for gardens. 'Black gold' is another term used to describe Bokashi. Traditional compost methods rely on oxygen to break down organisms (aerobic); Bokashi does not require oxygen and is therefore an anaerobic process. The process can quite easily be done in the home kitchen.*





Our attention is being urgently steered towards the classification, handling and safe disposal of household kitchen waste, because: Government's Waste Classification & Management Regulations of 2019 (an addition to the National Environment Management Waste Act) clearly states that it is no longer acceptable to dump kitchen waste in landfill sites. We run the serious risk of soil and water contamination among other potentially hazardous repercussions, including: disease and viruses contracted by desperate people picking through landfill waste; foraging animals infected with viruses that can be passed to humans and poor quality, highly toxic air.

We are urgently required to begin the establishment of a more circular economy - where we extract maximum value from our waste, rather than dumping it in landfill sites. Our immediate intervention will improve the quality of life for everyone. Recycling creates additional income streams and subsequently more jobs. We are not going to wait for a green light from the government, we GO now.

How a country manages its waste is an indicator of the extent to which society is functional and being managed in a sustainable manner. A flourishing circular economy is going to come from innovations in product design, packaging use and production techniques. If we re direct the by-products of one production process to serve as raw material for another process, we will achieve a level of industrial symbiosis. Industrial Symbiosis is a term describing several businesses in close proximity, exchanging and sharing materials, energy, water and waste. The local economy, environment and society are uplifted in the process.



## 01 FOR HOME WASTE RECYCLING

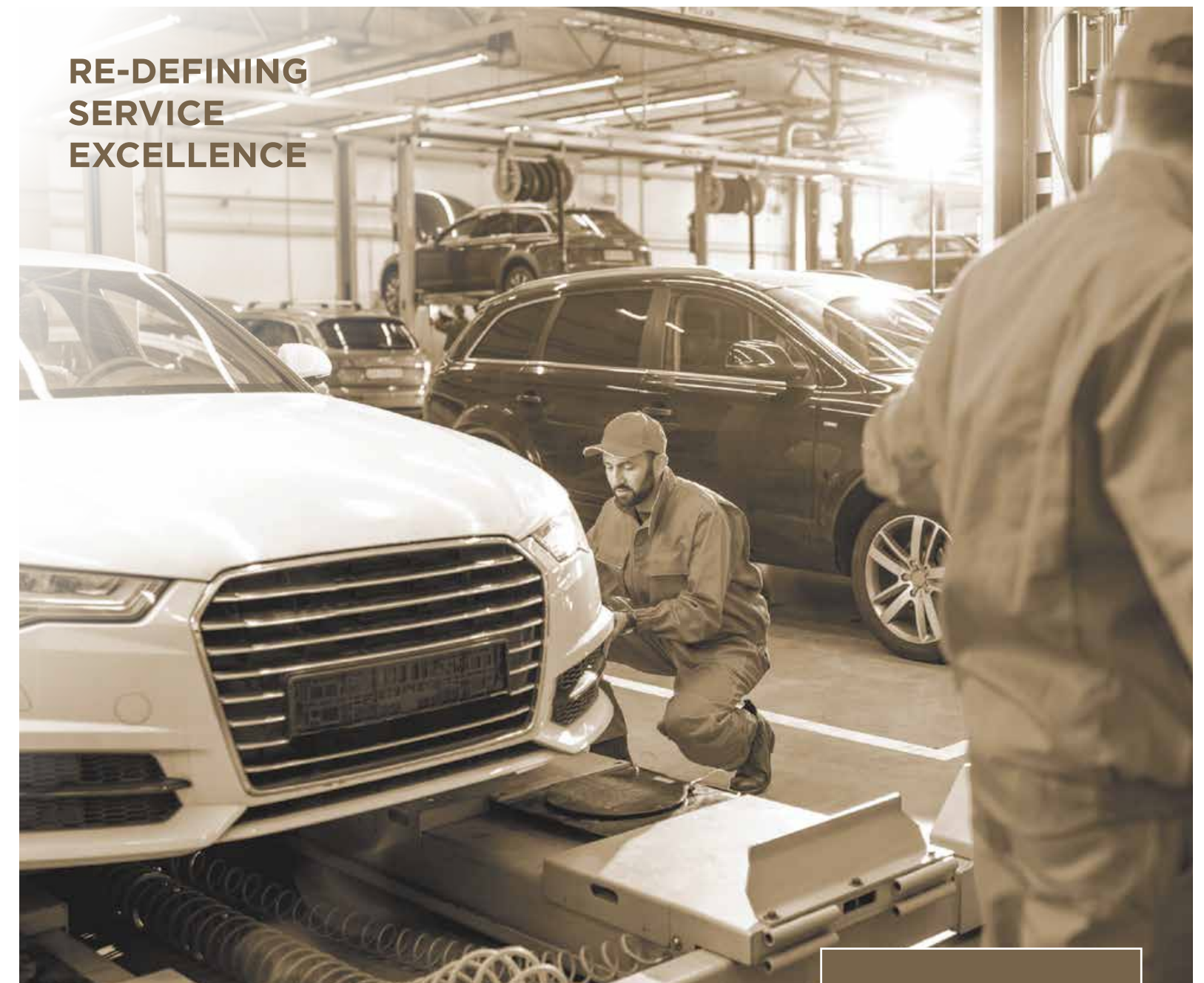
You can order your Bokashi waste system online from Takealot, Greenlight, or Earth Probiotic

In 2017, South Africa generated 42 million tonnes of general waste with a startling 11% of that reaching landfill sites. Out of the 38 million tonnes that went elsewhere, only 7% was reused or recycled. We are generating waste at an alarming rate and aggressive strategies are now needed to prevent a looming, yet avoidable catastrophe. Responsibility for waste lies with the producer - that means the manufacturer of the waste material, and us - the user.

Waste disposal should be a last resort measure. If we can find the 'black gold' in waste as the Japanese have in the Bokashi process, we will have created a sustainable process that will put us on a trajectory to our own circular economy.

*"Now I understand  
What you tried to say to me  
And how you suffered for your sanity  
And how you tried to set them free  
They would not listen, they did not know how  
Perhaps they'll listen now"*

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# WHAT IS THAT ACCENT?

TEXT & IMAGES: NICHOLAS CARROLL

*A much more powerful place is the city at night.  
It is visceral, magical and supernatural at night.*



**“I OFTEN THINK THAT THE  
NIGHT IS MORE ALIVE AND  
MORE RICHLY COLORED  
THAN THE DAY”.**

Vincent Van Gogh

## 01

### AMBIENT LIGHTING

is especially important in hallways and stairs, for optimal orientation and visibility. In kitchens or home offices, fixtures with wide light beams provide a consistent level of lighting.



Effective interior lighting is applied in three general layers. Ambient light creates the overall mood and feeling of the space. In its various forms and colours, it will guide you to the bathroom, up and down stairs and enable you to grab your wine glass without knocking it off the table.

Task light is a little more direct, without being overwhelming. It will assist you in slicing through a cucumber without removing the fingers from your hand. It should also help you read the 6pt font size cooking instructions on the back of a pre packed supermarket meal - via the overhead canopy light above your stove top.

### ACCENT LIGHTING DRAWS ATTENTION TO SPECIFIC FEATURES AND CREATES FOCAL POINTS IN ART, ARCHITECTURE AND FABRIC.

It is usually adjustable for fine tuning. Properly directed, it can enhance textures, accentuate lines and bring colours to life.

The application of all three can induce positive or negative mood altering effects on our well being. Overlit environments have been shown to intensify the emotions while low and even light keeps the emotions steady. I spent several magical evenings capturing images to showcase an entirely different side of Umhlanga Ridge Town centre and adjacent Parkside. Peaceful, quiet and teeming with wildlife, this is new territory for exploration through mind and body.







I DON'T THINK THERE IS  
ANYTHING ON EARTH MORE  
WONDERFUL THAN THOSE  
WISTFUL INCOMPLETE  
FRIENDSHIPS ONE MAKES NOW  
AND THEN IN AN HOUR'S TALK.  
YOU NEVER SEE THE PEOPLE  
AGAIN, BUT THE LINGERING  
SENSE OF THEIR PRESENCE  
IN THE WORLD IS LIKE THE  
GLOW OF AN UNSEEN CITY AT  
NIGHT - MAKES YOU FEEL THE  
TEEMINGNESS OF IT ALL.

John Dos Passos

Walking through the town at night you bathe in the glow of a young ambience made up of residential apartments, offices and well lit public spaces. The quietness turns in on you as you pass through yellow pools of street lights, with the green fluorescent windows of estate agents and late night takeaways leading you down to a patch of emerald green park. An owl takes off silently from the pavement a few meters ahead, crossing over the street to alight on a balcony wall 4 floors up.

There is an abundance of street lighting, plenty of ambience from sidewalk businesses and a supernatural glow from public green spaces and parks to encourage you out for an after dinner stroll. Parkside and the Town Centre captivate the senses at night. We spent several magical evenings capturing images to showcase an entirely different side of Umhlanga Ridge Town centre and adjacent Parkside. Peaceful, quiet and teeming with wildlife, this is new territory for exploration through mind and body.



#### ACCENT LIGHTS

**02** Intended to highlight a specific object or area, accent lights are typically three times as bright as ambient lights. Accent lighting draws attention to a feature, such as artwork, furnishings or architectural details, converting them into focal points. Adjustable fittings are preferred for this type of lighting, as they allow precision focusing on small areas or objects.





# CURB APPEAL

TEXT & IMAGES: NICHOLAS CARROLL

*In between the apartment complexes and buildings on The Ridge, you will find dozens of smaller shops and offices. Easy to miss if they are not your destination, these ‘corner’ establishments are usually owner managed, providing a unique level of personal service and experience.*

**“THE THING IS, I DON’T WANT TO BE SOLD TO WHEN I WALK INTO A STORE. I WANT TO BE WELCOMED”.**

– Angela Ahrendts, Senior Vice President of Retail at Apple Inc.

Before the 1970’s, corner shops were the places everyone went to for their dailies. Phrases like “going to the shop” meant just that - to the one shop. Then Raymond Ackerman arrived and so did the malls. Now we go to “the shops”.

These giants jostled for position, each trying to out-retail the other. Pick ‘n Pay took pole position for a while and the others raced to keep up. Ackerman made sure the customer was Queen (always) and the others couldn’t find a phrase to equal or better that. He knew how to outwit the ‘enemy’. “Better and Better” by you know who, had their foot down flat, trying to keep up. They’ve never, ever, ever, given up. That slogan proved a tough promise to uphold.

What distinguishes these owner managed shops from the big guys is the size of the building and what’s in their hearts. They think and behave differently and are not indoctrinated into a set of prescribed customer service values. Some of which no longer make sense. “If the customer is always right”, for example, any qualified counsellor would argue that a staff member could end up in Thomas Anthony Harris’ life position, number 1 (of 4): “I’m not Ok, You’re Ok”.

The corner shop experience tends to last longer and the “good morning” is sincere. If you make any of these businesses a regular destination, you will become a “known person” and your preferences will be scrutinised so that what is in your heart can be anticipated.



## BE A PLAYER

TEXT & IMAGES: NICHOLAS CARROLL

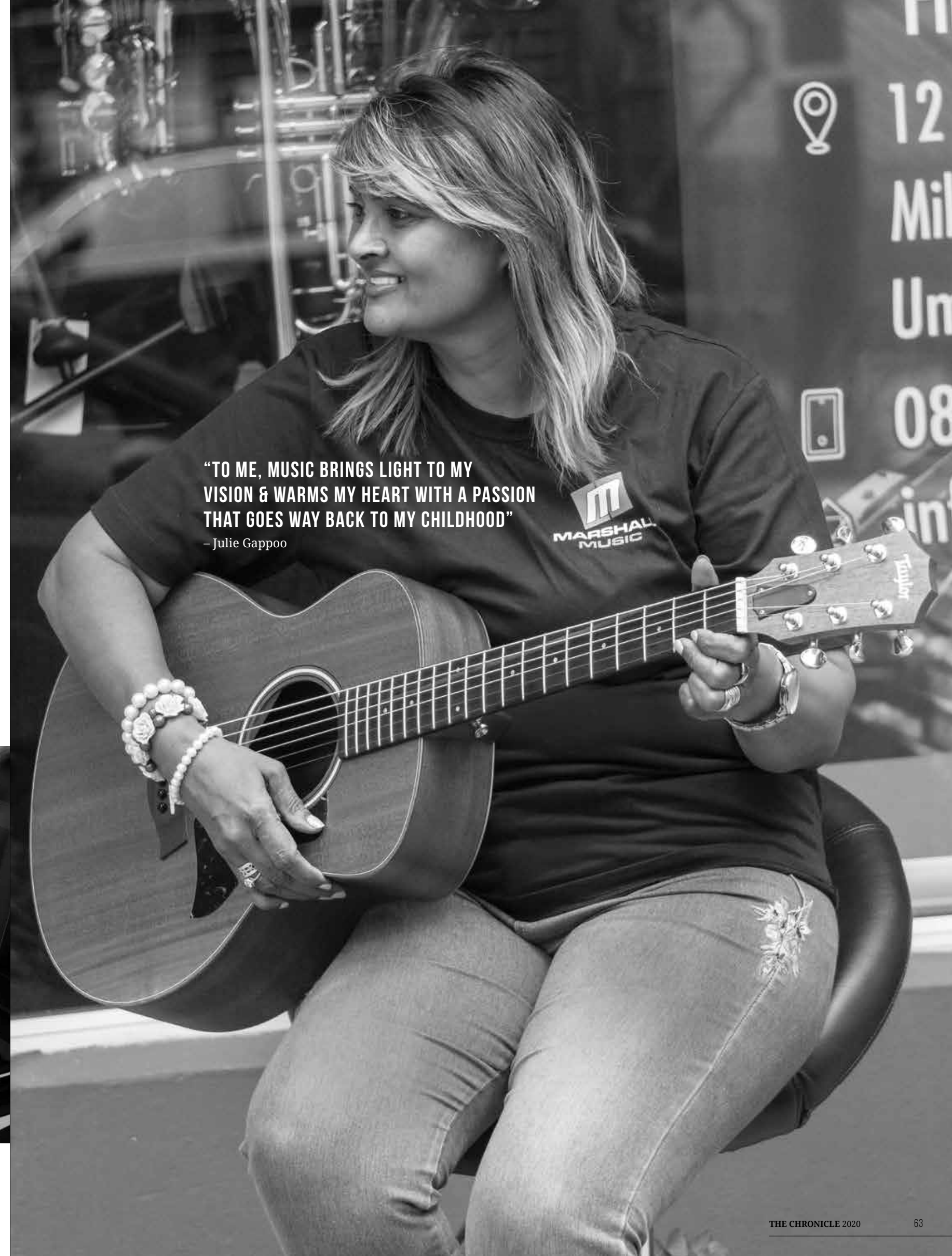
*Julie Gappoo & Partners made no mistake when they opened a branch of Marshalls Music in November 2019. In the music industry since the 80's, Julie recognised that the developing community of Umhlanga Ridge would welcome the opportunity to embrace the art of playing a musical instrument. "With all the new flats, schools and places of worship surrounding us, this was a great choice".*

The locals responded with excitement when the doors opened and according to Julie there has been a steady flow of foot traffic. There are many people who would love to realise the life long dream of learning to play a musical instrument. They encourage people of all ages. An 83 year old man who lives just up the street recently approached them with the desire to learn to play the piano. The rest, as they say is history - he purchased a keyboard and a book on how to play.

One of her goals (and passions) is to be able to offer everyone, regardless of age or financial situation, the opportunity to play a musical instrument. And through community driven projects, make it more accessible in disadvantaged areas.

### SERVICES OFFERED

At **Marshall Music Umhlanga** we supply all Musical Instruments, Stage, Sound & Lighting to Houses of Worship, Schools & Entertainment Venues, Educational Books & Support to Learning Centers & Repairs to all musical instruments.



**"TO ME, MUSIC BRINGS LIGHT TO MY VISION & WARMS MY HEART WITH A PASSION THAT GOES WAY BACK TO MY CHILDHOOD"**

– Julie Gappoo





# NOVEL TEA

BY CASSANDRA & ROGER

TEXT & IMAGES: NICHOLAS CARROLL

*This tidy, corner take-away restaurant serves offices and residents in the immediate area. Behind the counter, a masked Cassandra knows how to smile with her eyes, managing to acknowledge everyone coming in.*



Roger (the dad) helped her set up the business just before we went into lockdown. Roger has decades of experience in hospitality and the demeanour of someone who can relate to all people. Roger and Cas have built the business up, one hard earned customer at a time. Both of them realise the significance of other people in their lives - their customers. They subscribe to life position number 1 on the Thomas Anthony Harris scale "I'm Ok, You're Ok".

Their philosophy: A variety of simple and economical homemade meals. You can call them up and your order will be ready for take away when you arrive. Some of their customers only get a 15 minute break, "we don't want to waste a minute of anyone's time".

A recent survey predicted that within a few years, the supermarket home meal replacement offering (HMR) is going to start eating into the restaurant market share to the tune of 8% and upwards. Supermarket fresh meal takeaways have shown an astonishing increase in quality and variety in recent years. We suspect Cas and Roger will become very popular among the residents of the Town Centre.

# THE OASIS

TEXT & IMAGES: NICHOLAS CARROLL

*The palm trees at the corner of Millennium Boulevard add a tropical island feel to this Town Centre block. You will find, beneath the shady fronds (when they haven't been stripped bare by ringneck parakeets) Oasis. A specialist H2O store.*

The store attracted our attention one day by all the car boot lids that were popped open outside and the queue of people waiting dutifully by the door - in observation of social distancing. 10 out of 10 to Oasis. Tap water from the premises is put through a six stage purification process transforming this council supplied resource into something pure and desirable. This Town Centre branch is part of a chain of over 300.

The volume of purified water leaving the premises in 5lt, 10lt and 25lt bottles into waiting cars is astonishing. We asked about the

weekly literage sold and got confused by the number of zero's we were meant to put at the end. We can tell you it is a lot, and many customers told us they wouldn't get their water from anywhere else but Oasis.

Oasis supplies purified water to local residents, businesses, retail outlets and anyone else who needs it. This refill concept is far more economical and sustainable: Plastic is reused and the carbon footprint is reduced overall - fewer heavy vehicles using our road system to deliver water.

For more information, visit [www.oasiswater.co.za](http://www.oasiswater.co.za)

**"WATER LINKS US TO OUR NEIGHBOR IN A WAY MORE PROFOUND AND COMPLEX THAN ANY OTHER"**

- John Thorson







## iLike COFFEE

TEXT & IMAGES: NICHOLAS CARROLL

*When one business fell to the pandemic, Karmini Munsamy wasted no time in setting up another one, much more resilient.*

Situated at 8 Solstice Road, you can't miss the open and airy iLikecoffee. The coffee and delicious pastries and savouries are prepared by a solely intern run kitchen. It is a common trend that many hospitality students are unable to find suitable apprenticeships after completing years of costly studies.

An internship at iLovecoffee provides students with great hands on knowledge and human skills that fulfil the required work experience for their curriculum. Driven by a passion for good coffee and a happy customer experience, iLovecofee is committed to 'creating experienced youths'.

What self respecting interning barista would want you to have anything less than a superb cup of coffee? And at this affordable price, this has to be the best on The Ridge.

iLikecoffee will also assist you with food for any special occasion, providing an array of pastries, savouries and sandwiches. And from what we saw and tasted during a short visit, you are in for a treat.

For more information, contact Karmini on 072 645 7921 or [karmini@ilikecoffee.co.za](mailto:karmini@ilikecoffee.co.za)

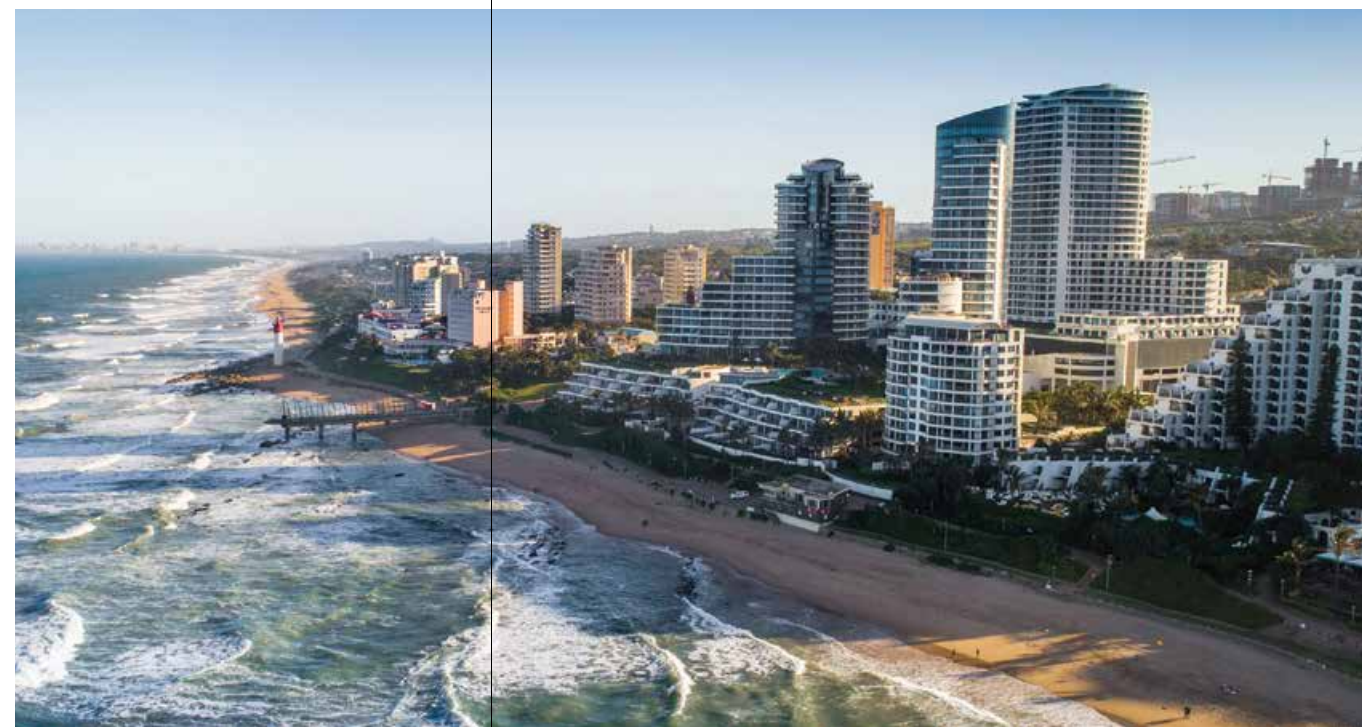




# BEHIND EVERY SUCCESSFUL DEVELOPMENT...

TEXT: NICHOLAS CARROLL

*Whether you are buying or selling a property – residential, commercial, industrial or agricultural – or whether you are developing land, or establishing a new township, the conveyancer’s overriding purpose is to serve and protect the contracting client’s interests at all times.*



- GARLICKE & BOUSFIELD -

It is not surprising then, that one of the key participants in any new project meeting with architects, quantity surveyors, the construction team, and the developer, is the conveyancer. Having a zero tolerance for ambiguity and an in-depth understanding of the myriad pieces of legislation that govern property law in South Africa, the conveyancer is instrumental in effectively moving projects forward.

As an integral and vital member of the project team, conveyancers are involved from the inception of the project, bringing their legal expertise and knowledge to bear on every facet of the project. They focus on clearing the legal obstacles and challenges and smoothing the road ahead, ensuring the construction process is able to proceed with no unwelcome ‘surprises’ and pitfalls.

In addition to the transfer of property, the conveyancer is involved in the drafting and negotiation of all the underlying legal agreements, including the sale agreement and any ancillary agreements arising from this, the establishment of the management associations and the development and formulation of the guidelines for the future use and maintenance of the property and its amenities.

In addition to reputation and qualifications, local knowledge and experience are essential factors to consider when appointing a conveyancer. Dave Ramsay, Aletta de Lange, Simphiwe Maphumulo and Graeme Phillips are directors in the Property & Conveyancing department of Garlicke & Bousfield Inc. Together they bring a wealth of experience and knowledge to all aspects of property development, including the provision of meaningful input in any town planning analyses that are required - a prime example of deploying the right resource to the appropriate task.

Supported by a dedicated and experienced team of associates, paralegals and support staff, Garlicke & Bousfield’s Property department has been involved in numerous major developments that have changed the skyline of Durban, Umhlanga, and the North Coast. The visual impact of developments such as the Spinnaker in the Point Waterfront area, Pearls of Umhlanga and the iconic golf courses and

eco developments at Mount Edgecombe, Zimbali, Simbithi and Cotswold Downs, placed the eThekweni area of KwaZulu Natal firmly under the spotlight for international and local investors. Developments such as these require infrastructural governance and the G&B Property team has been instrumental in the establishment of management associations for the La Lucia Ridge Office Estate, the Umhlanga Ridge Town Centre, Ridgeside, Zimbali and Mount Edgecombe Country Club, to name a few.



The Property & Conveyancing Department is available to assist with all aspects of conveyancing for various entities and individuals including:

- The acquisition and disposal of residential, commercial, industrial, and agricultural property;
- Sectional title schemes;
- Town planning and township development, including advice on property usage;
- Preparation and registration of servitudes;
- Registration of mortgage bonds for developments and private acquisitions;
- Management aspects of property development, including the conceptualisation of management structures for private townships (both residential, commercial, and industrial) and the drafting of the relevant Memoranda of Incorporation, constitutions, and the like in respect of the management bodies.

**Celebrating 153 years of existence as a legal firm, Garlicke & Bousfield embraces its legacy of integrity and accountability, a legacy that has served many clients, communities, and associations today and will continue to do so into the future.**

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**FOR MORE INFORMATION**  
Tel: +27 31 570 5300  
7 Torsvale Crescent, La Lucia Ridge Office Estate  
[www.gb.co.za](http://www.gb.co.za)



# THE LANDSCAPE OF EARLY CHILDHOOD DEVELOPMENT

TEXT & IMAGES: NICHOLAS CARROLL

*We all gasped as the cars ahead narrowly missed a small child running across the road. “We even teach our pre-school children to cross the road”, said Zanele shaking her head in disbelief, but looking relieved as the tiny tot retreated to the safety of the eroded township pavement.*



01

ZANELE  
NZIMAKWE  
ECD Team Leader





02

MRS ZINHLE  
MTHIYANE  
Owner of  
Smanethemba ECD

The Domino Foundation had arranged for us to join the fervent, Zanele Nzimakwe (ECD Team Leader) and her colleague Alfred Madikizela (Driver) on a tour of their partnering Early Childhood Development Centres (ECDC's). This tour was undertaken during Covid-19 Lockdown Level 3. The ECDC's were closed however, but the owners graciously met with us on site to share their insights and perspectives.

A few kilometres into Inanda Township and the rural landscape had become dense with traffic, pedestrians, chickens and uncollected rubbish overflowing onto the roads.

Years back, through a relationship with City Lodge, The Ridge Management Association came to know of the Domino Foundation and has been co-investing in this Durban based NGO, alongside other community centric partners, to assist selected ECD centres in becoming sustainable small businesses. The Domino Foundation commits to a three year journey alongside the school owners, empowering them with the management skills to run profitable and quality early learning enterprises. These skills take the centres beyond the realm of 'crèches, child minding or day care facilities', into thriving critical foundation phase education facilities.

Did you know that without the opportunity of Early Childhood Education and Development during a child's formative years (i.e. newborn – 5 years old), children do not develop improved social skills which better prepares them to engage with children and adults. And this breakdown in social connection has negative consequences on a child's learning, physical and

mental health. Roughly 80% of brain development is completed by age three and 90 % by age five. This means a child cannot wait for primary school for learning to begin.

It is a child's basic right to education, to thrive and not only survive. And ensuring the healthy cognitive, social and emotional development of young children should be the highest priority on the agenda for government, business, churches, communities and individuals, in order to raise healthy children worldwide.

**“IT IS EASIER TO BUILD STRONG CHILDREN  
THAN TO REPAIR BROKEN ADULTS”**

- Frederick Douglass.

As we travel even higher into the hills of Inanda... “These are not baby-sitting services. Children are not just brought here to be kept safe”, explains Zanele. “Proper active learning and milestone stimulation takes place”. Pressed on her passion for learning, she tells us that she has a heart for children and is convicted to change the rural narrative of peri-urban education. When pushed a little harder on her motivation, Zanele dreams of creating a model ECD for others to follow including facilities for a counselling/medical centre for traumatised and abused children and an enterprise hub to upskill unemployed parents, caregivers and family members to build better families. “Children who go through well-structured ECD programmes are given such an advantage as they are better equipped to shine in their primary, secondary and tertiary education”, offers Zanele.



**“WE ARE BIG THINKING, GIANT-  
SLAYING RISK-TAKERS WHO GIVE  
UP THINGS WE LOVE, FOR THINGS  
WE LOVE MORE – LIKE SMART AND  
HEALTHY LITTLE CHILDREN WHO  
WILL LEAD US INTO TOMORROW”**





**“EDUCATION IS THE MOST POWERFUL WEAPON BY WHICH YOU CAN CHANGE THE WORLD”** - Nelson Mandela



There were many unattended, very young children on the streets of Inanda that morning. When Nelson Mandela said “Education is the most powerful weapon by which you can change the world”, he definitely had these youngest and most impressionable minds as the starting point.

Arriving outside the gate to the Smanethemba ECD, we were welcomed by owner Mrs Zinhle Mthiyane. Sadly there were no children in the school grounds but we could feel their spirit. A neat collection of used building blocks and toys sat patiently alongside the wall, their presence belying the powerful teaching that takes place under this tin roof. Evidence of routine is everywhere - laminated alphabet and word charts, pictures and timetables line the walls and everything is allocated into a particular space.

Once our eyes had adjusted to the unlit room, the discussion turned to child nutrition. “Not all of these children are fed at home before coming to pre-school” says Zanele. The Domino Foundation’s Nutrition Programme provides carefully

selected protein packed porridge and meals in partnership with partners and the owners with the emphasis on “food for thought”. Evidence shows that inadequate nutrition and the physical and emotional stress of living in poverty reduces grey matter in children in the frontal and temporal cortex and the hippocampus. This all points to the well-known effects of poverty on academic outcomes. More than just a social problem, lack of early childhood development is also a biomedical problem.

Here again the strategic intention of the Domino Foundation’s mission into social justice, nutrition and education plays itself out in their pledge to reduce child malnutrition in school by feeding over 13,500 learners a month. They provide meals in partner crèches, ECD’s and primary and high schools and short term Relief Aid to families in crisis. “Our vision is to feed the hungry in their most desperate time of need. As the number of volunteers and donors grow, we move closer to realising our dream of communities where no child is too hungry to concentrate and learn”.

Walking around the Smanethemba ECD, it became alarmingly evident that there is a rapidly growing gap between what parents are paying for the ECDC service and the required minimum standards of infrastructure and facilities. “What has become very apparent and of big concern in the COVID pandemic is the lack of parental commitment and engagement in their child’s education”. With the car windows open, our camera randomly recorded large groups of children playing amongst the rubble and rubbish piling up in the gutters and against buildings. They appeared happy and carefree, but at 11am in the morning, many were still wearing pyjamas and we wondered about the effects of non-existent routines, learning opportunities, absent parents and what were they going to eat for lunch?

## SADLY GOVERNMENT FUNDING IS NOT GUARANTEED, SO ECDC’S RESORT TO CREATING ADDITIONAL INCOME STREAMS TO KEEP GOING.

The whole car burst into raucous laughter as we fantasised about starting a tour bus company with Alfred as the main guide. His knowledge of Inanda and connection to this community is extraordinarily inspiring.

The tools of Early Childhood Development are simple if colourful. Their power lies in their ability to engage the little minds with sufficient repetition to establish routine - an essential building block into adulthood. Cognitive as well as physical and emotional faculties are assessed, monitored and developed within the ECD 150 Tool (a Monitoring and Evaluation Assessment Tool developed by The Domino Foundation in-house). “Among the many assessments we carry out is their ability to cross the midline” Zanele informs us. “And jumping” is categorised as a significant Gross Motor Skill for good growth and brain development and we know how much fun children can have with a simple rope and a few friends!

Besides a child’s physical safety, care and basic nutrition, we don’t believe any other step in education is going to make as great an impact on our country as a renewed and collective commitment to Early Childhood Development. The Domino Foundation initiatives are geared towards affecting sustainable, social change in the nation by empowering communities to help themselves.



At first glance, the values that drive The Foundation appear unconventional. On closer inspection, who wouldn’t be curious about the implications of: “We are big thinking, giant-slaying risk-takers who give up things we love, for things we love more – like smart and healthy little children who will lead us into tomorrow”

Go to [www.dominofoundation.org.za](http://www.dominofoundation.org.za) for more information on how to engage your conviction on improving the landscape of education in Durban and beyond with The Domino Foundation.





# A RIDGE

## TOO FAR

TEXT & IMAGES: NICHOLAS CARROLL

*Falmouth in Cornwall is the destination for our 2020 travel feature. In summer, this ancient town in South West England shares a similar sub tropical climate and flora with Umhlanga Ridge. Signature palm trees wave from the top of the coastal forest canopy and the feeling of reveira is everywhere. A ridge above and ocean below is bestowed upon them just like us.*





- A RIDGE TOO FAR -

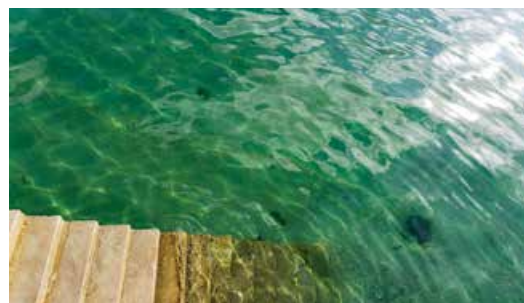
All roads lead to the sea, the harbour and docks where ships are built and repaired. The World - the largest privately owned residential yacht, was leaning against the dock wall at the time of writing. Residents from about 45 countries live on board the 196m vessel as she traverses the oceans at a maximum speed of 18.5 knots or 34.3 km/h.

## THE TOWN'S NARROW COBBLESTONE ALLEYWAYS AND WARM, SINCERE SHOPS WILL KEEP YOU ON YOUR FEET LONG AFTER SUNSET.

No trip to Cornwall would be complete without an introduction to the novels of local writer Daphne Du Maurier. You'll find them under 'classics', but they don't belong there. Her best stuff was written in the 1930's and you'll be

emotionally hijacked until she says you can go. Treacherous behaviour, howling gales across the moors and character descriptions that no amount of scrubbing can erase from your mind are the hallmarks of her captivating stories.

Cornwall has a history of smuggling and it is claimed that over 10 000 locals were involved in this coastline industry at any one time during the 1800's. Alcohol, tobacco and lace were all dutiable goods that landed clandestinely onto these shores. Jamaica Inn is the setting for and name of one of Du Maurier's best selling books with smuggling as the central theme. The inn, still standing today, played a major role in this illicit industry. Pity we weren't listening to our mumbling guide as he walked us through the premises, giving away excerpts from her book. We purchased a copy of Jamaica Inn a few days later.



## 01

**DRIVING IN CORNWALL** can be intimidating if you are not used to narrow roads. The speed limit of 80km p/h on these tight roads can seem daunting at first. The Cornish are excellent and civil drivers.



## 02

THE ENTRANCE TO FALMOUTH HARBOUR



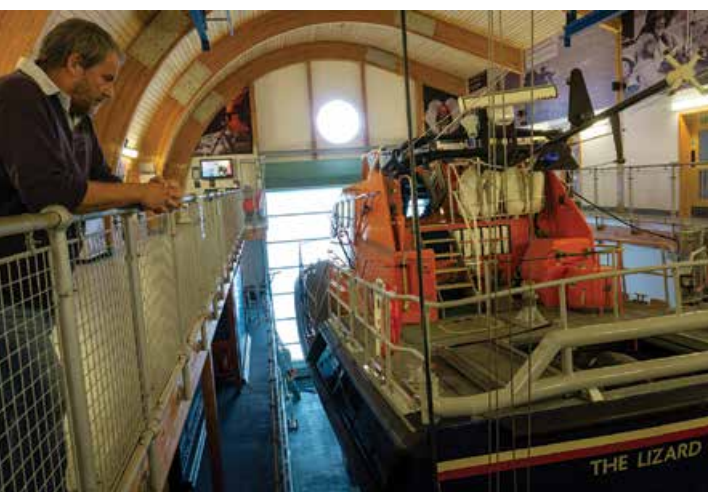


# 03

CORNWALL was incorporated over 350 years ago. Renovation and restoration is done carefully under strict regulations.

YOU DON'T SLAP A LAYER OF PLASTER OVER ANCIENT BRICKS WHEN THEY DEGRADE - YOU RESTORE THEM LOVINGLY TO THEIR ORIGINAL APPEARANCE.





04

Our guide Greg admires the Lizard Peninsula's lifeboat. Greg is a sea fearing man and works in the boat building a repair industry in Falmouth his depth of knowledge of the area was bottomless.



stairs to a modern structure built into the rock face. We had entered the home of the Lizard Peninsula's lifeboat. The vessel is an ultra modern life saving craft that launches directly from the shed into the sea below. Our guide informed us that all the rescue boats in Cornwall are manned by seasoned and retired fishermen. Rescues in these waters are carried out by the bravest of the brave.

About 48 000km of hedges are etched into the Cornish landscape. Driving along the narrow country lanes, there are limited views of the brilliant green landscape because these hedges are so high. They serve multiple purposes including shelter from the wind chill factor and demarcating land and crops. Our usually muffled guide awarded us with "the hedges were also used to thwart ancient invading armies from seeing the 'lie of the land'". Sunbathers, cattle and farm workers also benefit from the reduction in the wind chill factor.

Cider is a popular drink in Cornwall and there are stories about one particular brand that slides a dead rat into the barrel to reactivate the proteins for additional fermentation. Most likely the rat fell into the barrel while trying to drink from it and the story stuck. Still.

Real accounts of extreme bravery and loss of life at sea are woven into the dramatic story of Cornwall. We were led by our guide (Greg) to many key locations allowing us to piece this part of the story together. One had to be on constant alert as Greg never announced the beginning of a new piece of information. As in "did you know?" for example. It coincided with the movement of his mouth.

One gloomy afternoon we trudged our way along a muddy path to the cliff edge where we then descended a steep flight of

A trail of sculptured brass fish embedded into the pavement of Falmouth's high street leads the way to the best fish and chips in Cornwall. "Best you get there early" says you know who, "the later you go, the longer the queues get". We should have listened - however, every morsel of the perfectly cooked chips and succulent battered fish was worth it.

We thought Greg's driving was reckless until we realised that the Cornish are expert drivers. The roads are so narrow and at a limit of 80km/h, how can you possibly anticipate what is coming in the opposite direction on blind corners? They do anticipate each other, cars are in excellent condition and politeness and civility have no limits. They should spend a day with us in Durban to discover the true meaning of 'every man for himself'.

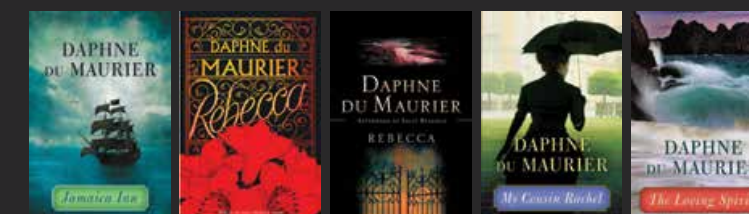
And so, with absolutely no idea why we were going, we allowed ourselves to be driven across the bay from Falmouth to a 10th century church. Upon an upright, flat marble slab, we found the name Philip De Cornubia. Turns out that Philip was one of the church ministers in 1297. We were not surprised to also discover that Cornubia was one of the ancient names for Cornwall. Our neighbours in Cornubia, just over the road from Umhlanga Ridge are most likely unaware of their rich and ancient heritage, albeit estranged.



05

These tiny brass fish lead the way to one of Cornwall's best fish and chip shops down Falmouth's high street.

We challenge you therefore to provide us with the origin of the name Cornubia (in Greater Umhlanga). Send your answer to: [www.chroniclewebsite.co.za](http://www.chroniclewebsite.co.za). The most interesting reply (reference your source please) will win a selection of Daphne Du Maurier novels in paperback.



Happy reading and thank you for coming on this journey with us. Possibly the last one on foreign soil for some to come.





# POWER

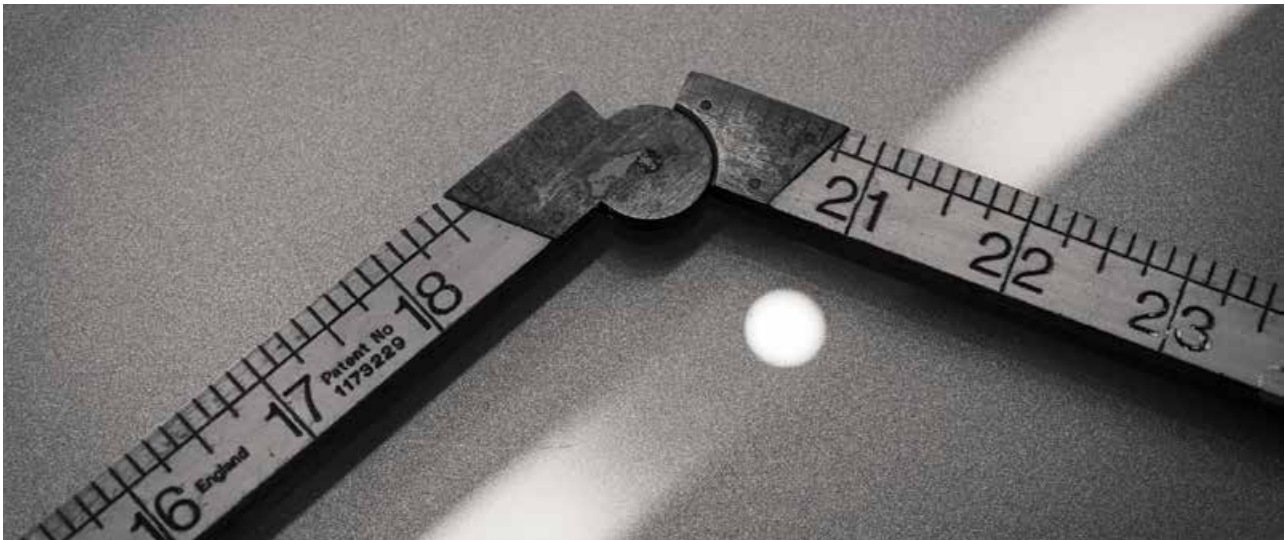
## TO THE BUILDING

TEXT & IMAGES: NICHOLAS CARROLL

*“I hope you are not just boring bean counters?”*

*“Far from it”, says Dan Gardner, MD of FWJK Durban, a multidisciplinary firm including Quantity Surveyors, “we count the beans, but we do it very, very well. To understand what is best for a building, you need to know your stuff and never stop learning - every day”.*





01

EARLY  
QUANTITY  
SURVEYING  
TOOLS

An adding  
machine, old  
tape measure  
and ruler.

# QUANTITY SURVEYOR

**noun BRITISH**

a person who calculates the amount of materials needed for building work, and how much they will cost.

This definition falls way short in describing what quantity surveyors actually deliver. And before we discuss this fascinating, complex and dynamic role, PLEASE note that you will find a land surveyor behind the big yellow tripod on a construction site, not a quantity surveyor.

## THE QUANTITY SURVEYOR (QS) IS OFTEN APPOINTED AT THE INCEPTION OF A CONSTRUCTION PROJECT.

Their work begins with an understanding of the architect's plan as well as the engineering and construction methods that will bring the project to life.

The QS does not pretend to be an architect, nor do they profess to be engineers: if they are to be effective, it is essential that they acquire an understanding of both of these disciplines in order to move projects to successful completion.

Dan Gardner at FWJK explains: "Before you can work out any quantities, you have to be familiar with all the materials and how they will be applied. I am only as good as my understanding of all the components that are involved in creating a building and I treat every new commercial project as if it were a business" This is especially important for a return on investment.

A few minutes drive up the coast from their Ridgeside offices, a 5 story, luxury apartment complex is growing up under the watchful eye of another FWJK QS, Mike Harborth. There is scant room to manoeuvre on this highly challenging site that slopes down toward an ocean that fills the view.

On this site, Mike has to be the development expert, commercial controller and PR agent or peacemaker. With well established homes on both sides of the site, relationships between the owners and the various stages of construction on the project have to be sensitively managed.



"Our neighbours have to know what we are going to be doing at each stage as some of the engineering challenges can be extreme. This includes connecting the development to municipal water and bringing power to the building. I also have to understand our impact on the natural environment around us and what we need to do to be in step with environmental and preservation laws".

A mild sea breeze drifting through the site required the building plan to be held down by some loose stones on a makeshift table. With a tapping finger, Mike indicates a small diagram comprising two adjacent circles within a tight square. "This diagram shows that we need two concrete pillars right here. See how much space was allowed for this on the plan?" He then nods to a cut out section of earth a few feet away, "Now look how much earth was excavated to do it. Far too much, resulting in an overspend in concrete. I have to fix that"





“We also draw up and administer contracts”, he offers. Being intimately familiar with all project related documents is high on the list of QS values. The QS has to know how to apply their knowledge to interpret the legalities and advise on the best solution. Each document is essential in clarifying the various obligations of each party in terms of cost, design and construction requirements.

Back at FWJK's Ridgeside office, Dan Gardner goes on to describe how the QS industry originated in the UK and now manifests in every Commonwealth country. His own journey to becoming a QS began in Australia where he was encouraged by a colleague to pursue quantity surveying instead of architecture. “I had found my passion”, he says. Pressed on the matter of what sets FWJK apart in the industry, he offers, “We are development experts. And as we are all under the same roof, our yield here is profound”

The industry has speeded up considerably with the advent of new technology. “In the early days”, says Paul Butler - a QS who also has an office on The Ridge, “we had to do all our calculations in ink and we couldn't scratch out mistakes, we had to show them and correct them. The number crunching in the beginning was intense and I wasn't sure this job was for me. Paul explains that there were only a few books one could read to gain an understanding of the QS role - “back then”.

Quantity surveyors are beginning to take the lead in massive global projects, each bringing their own particular passion to the work. Whatever their alignment, the effective QS is commercially astute and apparently fearless in taking ownership for projects that begin as a spark in someone else's mind. By immersing themselves in the vision, the building plan and construction processes, they are becoming the new project leaders in the construction industry.

[www.fwjk.co.za](http://www.fwjk.co.za)



# “Help the **NSRI** by placing the name of your loved one on their new rescue boat.”

- Siya Kolisi

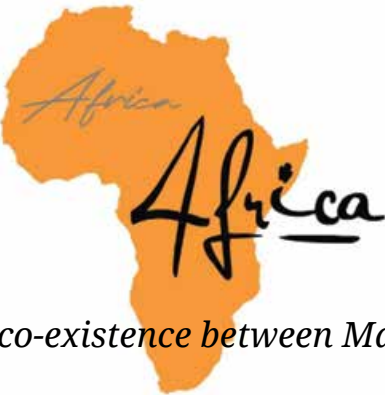


**LAUNCH  
A LEGACY**

Simply visit [nsri.co.za](http://nsri.co.za) and you can celebrate the life of a loved one with their name on the side of the NSRI's new, world-class rescue boat. Your kind donation will mean that their name and spirit will launch alongside our volunteer rescue crews every time they launch to save a life.

**SEA  
RESCUE  
SOUTH AFRICA**





*Sustainable co-existence between Man & Wildlife*

# RHINO

## STORY

TEXT: AFRICAforAFRICA – WILLIAM LOMBARD (FOUNDER) IMAGES: KIRSTEN OLIVER

*“The world will never forgive us if we allow the Rhino to become extinct in our lifetime”  
Unknown - thank you whoever you are!*



In 2018, Somkhanda Game Reserve was the scene of a horrific poaching incident. Poachers killed a white rhino cow, leaving her very young calf to fend for itself. Rescuers found the young one next to his dead mother’s body. His crying had alerted them to their position.

Thanks to the rescuers, Mike Toft - vet and members of Wildlands, the calf was stabilised and taken to **Zululand Rhino Orphanage**. The move of the baby was made possible by a generous donation by AfricaforAfrica co-founder, Tanya Maingard.

Within the safety of the orphanage, the baby - named Mpilo, began his journey back to recovery. Dedicated personal fed and walked him, and even slept with him at night when his cries for his mother could be heard across the compound. He and Nokwanda formed a special bond. To the relief of his carers, Mpilo also formed a bond with another rhino orphan, a female called Makhosi. The pair became inseparable.



Fast forward to the middle of 2020: The time had come to relocate Mpilo and Makhosi back into the wild at Somkhanda Game Reserve. Dr Roelie Kloppers of Wildlands contacted us at AfricaforAfrica with a request to help fund the relocation of the orphans. Despite the extreme difficulty of 2020, we jumped at the opportunity to provide the much needed funding. Wildlands' efforts to reach out for assistance was rewarded with additional funding from The Aspinall foundation and Albus Environmental who gladly sponsored the orphans relocation as well as that of an Elephant from Thembe Game Reserve.

Thanks to the expertise of vet, Dr Mike Toft and Conservation Solutions, the move was smooth and incident free. Mpilo and Makhosi were placed in a boma at Somkhanda so they could familiarise themselves with their new environment and become independent from hand feeding.

Finally, on the 10th November 2020, the pair were released into the wild, the last person to say farewell to them was Nikwanda and the team from the Zululand Rhino Orphanage. The motto of AfricaforAfrica is "Fixing Tomorrow, Today". Wouldn't it be a dream come true if Mpilo and Makhosi produced a healthy offspring together.

With enough public awareness, re-education and support from the incredible organisations like the ones mentioned in this account, we can bring rhino poaching to an end. Thereby sparing ourselves the humiliation of explaining to our children (and their children) why, on our watch, we let the rhino's of South Africa perish for the sake of human indulgence.



## SOUTH AFRICA IS HOME TO NEARLY 80% OF THE WORLD'S RHINOS AND HAS BEEN HARDEST HIT BY POACHERS. APPROXIMATELY 1000 RHINO'S ARE KILLED EVERY YEAR.

Organisations like AfricaforAfrica, Wildlands and various Rhino orphanages around the country, work extremely hard, with very little funding to protect our rhino. You can make a difference just by being aware of the war on rhino poaching and the work being done to rehabilitate and protect them. Needless to say, we are in desperate need of donations of any amount, especially for our next project - to move orphan hippos..



Please go to [www.africaforafrica.co.za](http://www.africaforafrica.co.za) for more information and how to donate.

E: [info@africaforafrica.co.za](mailto:info@africaforafrica.co.za) [@africa4africa](https://www.instagram.com/africa4africa) [f africaforafrica](https://www.facebook.com/africaforafrica)





# THE RESPONSIBILITIES OF TRUSTEES & DIRECTORS

ARE YOU MEETING THE GRADE?

TEXT: SHIRLEY-ANN BAURISTHENE IMAGES: NICHOLAS CARROLL

*While the duties and responsibilities of Trustees and Directors may be clearly defined in the Sectional Title Act and Companies Act, developments in corporate governance continue to raise the bar for those serving in a fiduciary capacity. This places an onus on the individual to remain up to date with the changing legislative landscape and keep abreast of what is becoming generally accepted practice in terms of good governance.*



INSTITUTE OF DIRECTORS  
SOUTHERN AFRICA



KING IV

REPORT ON CORPORATE  
GOVERNANCE FOR  
SOUTH AFRICA 2016

The King IV report issued in 2016 has been structured to be applied across all entities and focuses on the fundamental principles that need to be considered by an organisation, with the objective of ensuring ethical and effective leadership.

## RISK MANAGEMENT

King IV has emphasised the importance of effective risk management to assist the organisation in proactively managing risks and supporting informed decision making. Trustees need to think beyond the traditional view of risk in terms of compliance with the Act, financial mismanagement, fraud and the monitoring the Reserve Funds to consider social and environmental issues, including non-compliance with laws and regulations, human resource practices, the performance of outsourced service providers, Information and Technology and health and safety, to name but a few.

There is an expectation that Trustees have performed a risk assessment, identifying the key risks that could have a negative impact on the organisation, and have considered what constitutes an acceptable level of risk. This is not a once off process but requires ongoing monitoring, highlighting changes in risks and emerging risks, and how these are being managed.

## INFORMATION AND TECHNOLOGY

While the majority of the administrative and accounting functions may be outsourced, due consideration should be given to Information technology and the impact that this has on the organisation. This may include plans relating to Business Resilience and controls to support the confidentiality, integrity and security of information.

In an age of rapid technological advancement and laws relating to data protection, not being “au fait” is no longer acceptable and will not provide any level of protection if fines and penalties are imposed by Regulators. While we cannot be an expert in all things, fiduciary responsibilities require us to act in a responsible manner and access professional services, where required.

## COMPLIANCE

While we operate in a governance environment that promotes a voluntary set of principles and practices, a number of areas have already been incorporated in the Companies Act and are now legislated. As governance practices become generally accepted it is more likely that a court will regard this conduct as the required duty of care, thereby possibly triggering liability. The Act is clear in respect personal liability for Trustees/ Directors where the fiduciary duties of due care, skill and diligence have not been met.

The Sectional Title Bill has recently been tabled at Parliament and introduces additional regulations including the requirement to be fully compliant with the Protection of Personal Information Act by 30 June 2021. The Bill recognises the extent of personal information kept on record for homeowners, tenants and visitors, and requires this information to be appropriately managed and protected.

With new and amended legislation, all organisations should have a register of the applicable laws and regulations and compliance therewith should form part of the overall risk management process.





**“LEADERSHIP IS  
AN ACTION, NOT  
A POSITION.”**  
~ Donald McGannon

## GOVERNING BODY

Leadership requires effective oversight over management responsibilities and outsourced functions as accountability cannot be delegated.

Understanding the varied areas dealt with by a Trustee/ Director requires an honest and comprehensive assessment of the skills and experience of those individuals on the governing body. Regardless of the background and skill set of the individuals, they should have a comprehensive understanding of the industry and the business and sufficient time for the organisations that they serve.

Good practice requires an assessment of the performance of the Governing body, the Chair and each member. An overview of the evaluation results and remedial action plans improves performance and effectiveness and is therefore recommended.

In addition to the responsibilities of ensuring that there is a robust system of internal control, the integrity of information used for internal decision making and external reporting is key to the effective functioning of the governing body. The decision to appoint auditors should therefore take into account auditor independence, the quality of delivery, level of engagement and whether reporting addresses all key audit matters.



## SBS SPECIALIST AUDITORS

Having identified the need for a specialist firm catering to the unique needs of Body Corporates, Share Block Companies and Homeowners Associations, SBS Specialist Auditors was established.

Partners Shirley-Ann Bauristhene and Shannon Smith offer a service that delivers a streamlined, cost effective and compliant service differentiating them in the market. Both CA(SA)s, Shirley-Ann was a partner at PricewaterhouseCoopers for 10 years and specialised in Corporate Governance, Risk Management and internal control. Shannon was a partner at Mazzars and has operated her own accounting practice for the past 3 years. Their combined skills and unique approach to transparent reporting ensures that financial information presented is tailored to ensure it is meaningful and insightful to the user, while meeting compliance requirements.



Contact [Shirley-Ann@sbsauditors.co.za](mailto:Shirley-Ann@sbsauditors.co.za) or [Shannon@sbsauditors.co.za](mailto:Shannon@sbsauditors.co.za)



# WILDSIDE

## UMHLANGA

TEXT: NICHOLAS CARROLL IMAGES: KIRSTEN OLIVER

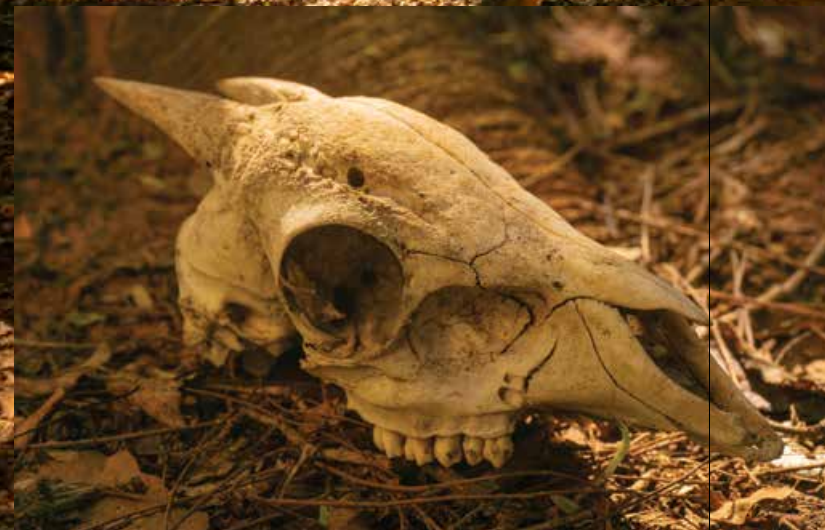
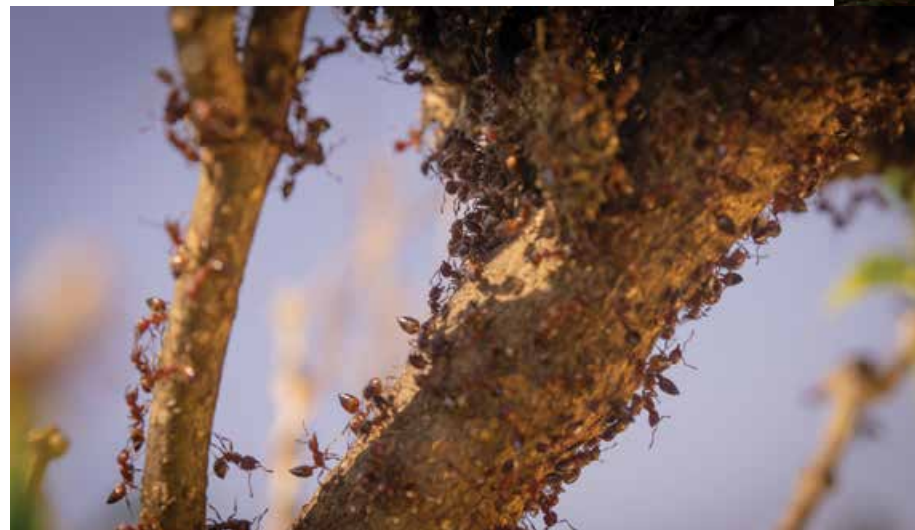
*The M4 coastal forest we often refer to in The Chronicle is actually part of Ridgeside and work has been underway for a number of years to clear it of alien invasive species (AIS's). Fenced off during the rehabilitation period, this thin strip of ancient forest is home to an incredible diversity in fauna and flora.*





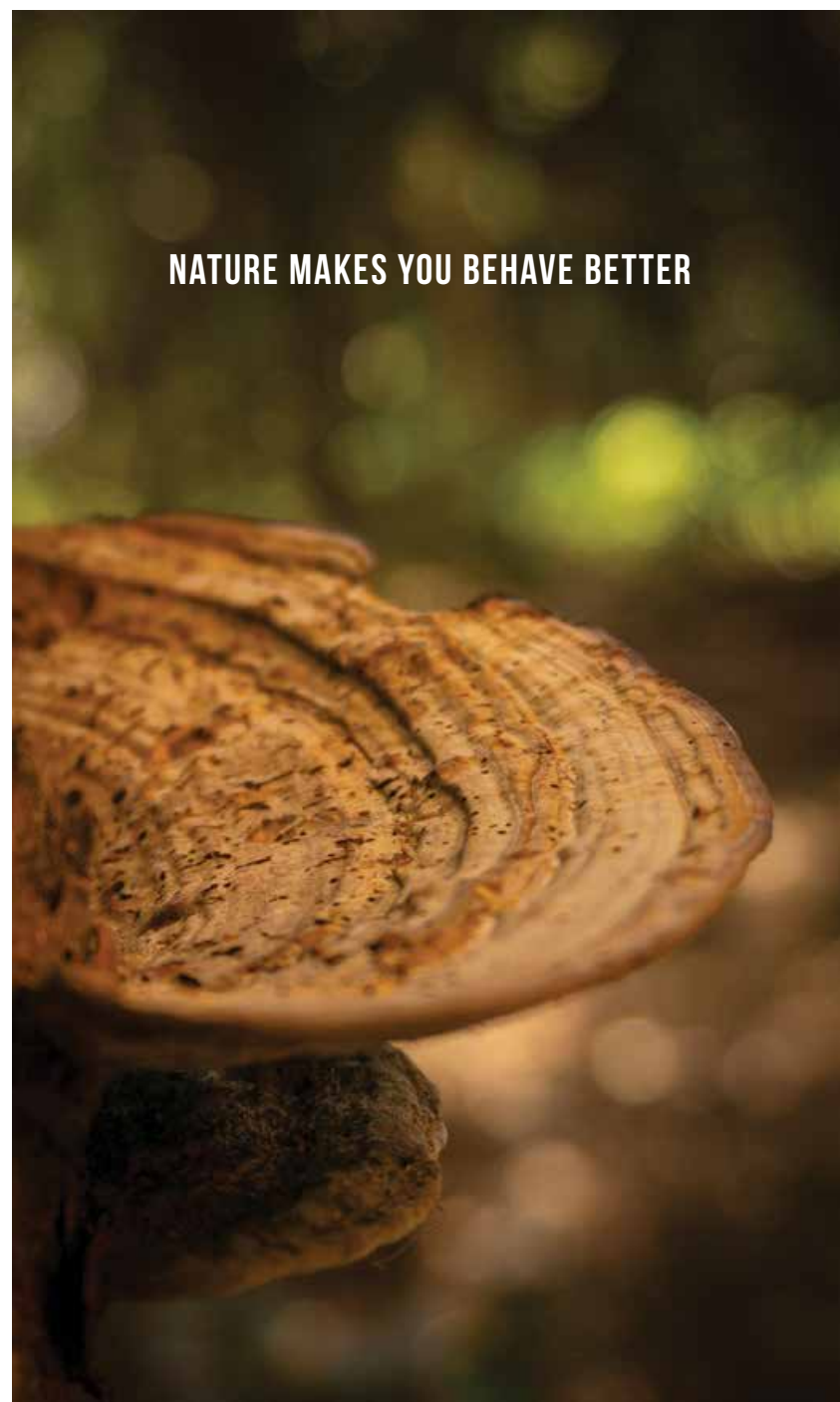
We never instantly hear the birds or insects when we step off the pavement and into the forest: It takes some time for our brains to stop the multiple conversations it has with itself. So it is only when someone says “this is where we usually spot the green mamba” do we stop talking to ourselves and can instantly hear everything: like the rustle of three different types of leaves in the morning breeze; a variety of birds we cannot name and insects doing different things to create sound. The most common way they do this is through stridulation - rubbing of body parts together very rapidly. Some also eject liquid out of orifices with such force that the chemicals are instantly vapourised in the air with a loud popping sound.

The sight of sea shells on the forest floor is a reminder of how close we are to the Umhlanga shoreline. This increase in noticeability is no doubt prompted by the announcement that we share the space with mamba's. Or was it just one mamba? Giant snail shells are plentiful and irresistible - who knows when someone might still be home. Most are abandoned and beautiful to the touch. This ability to ‘see’ with our hands is another strange ability that comes from spending time with nature.



WE NEVER INSTANTLY  
HEAR THE BIRDS OR  
INSECTS WHEN WE STEP  
OFF THE PAVEMENT AND  
INTO THE FOREST



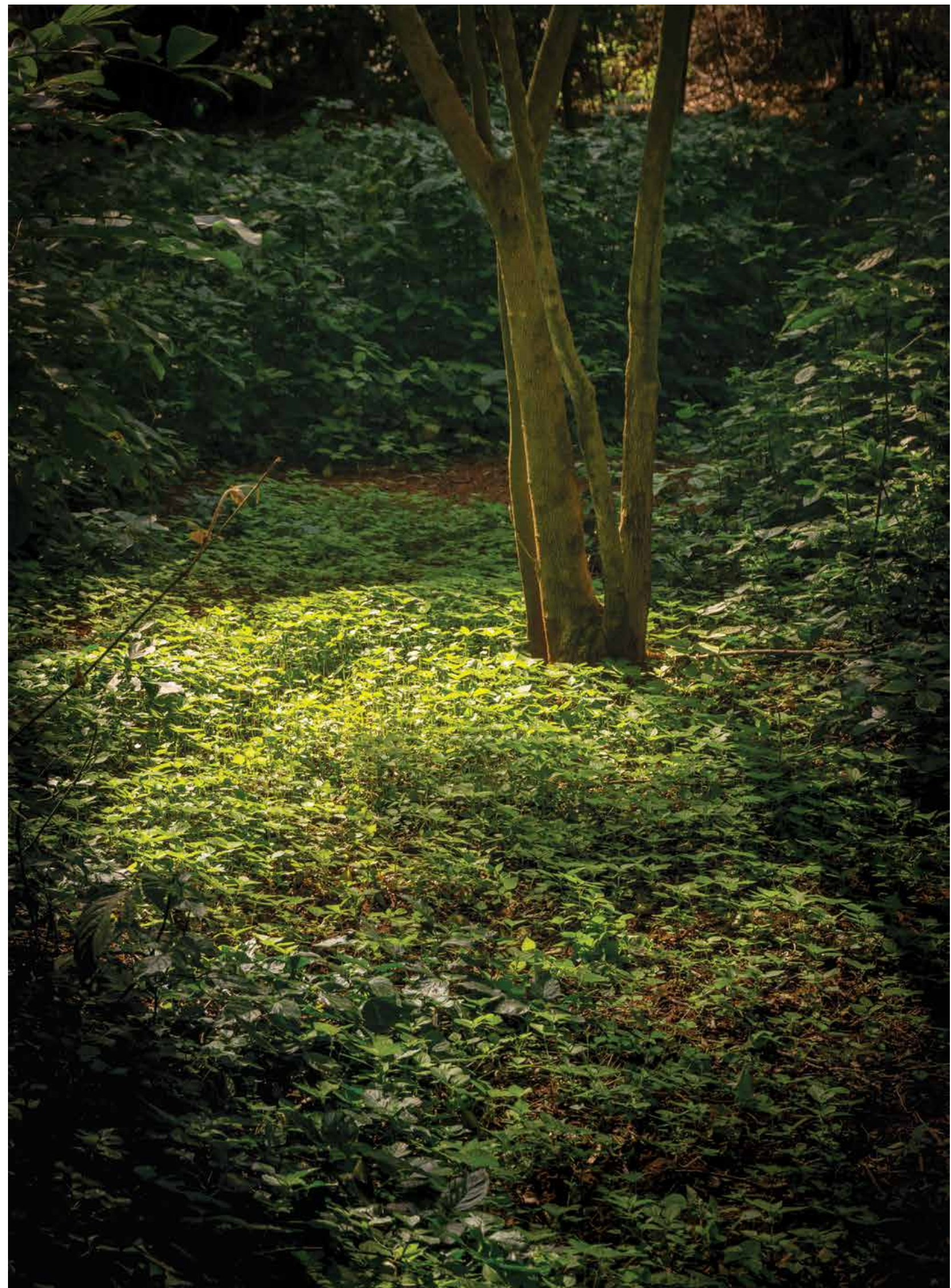


NATURE MAKES YOU BEHAVE BETTER

Red duiker tracks dent the soft sand on the forest edge. Distinguishable by an ultra fine ridge splitting the spoor into two halves. On rainy days, water fills the dents with “cappuccino” brown water. The duiker are everywhere and, although not preyed upon by larger species, appear to be as shy as the mambas. They eat fallen leaves from the forest canopy and, as their species name *Cephalophus Natalensis* suggests, are found in KZN coastal forests.

**AFTER TWO HOURS IN THE FOREST, THE SOUND OF NATURE IS CRYSTAL CLEAR AND MUCH MORE AGREEABLE THAN SOME OF THE SO-CALLED MUSIC THAT IS POURED INTO OUR EARS BY RADIO STATIONS.**

Scientific evidence proves repeatedly that environments like these are good for us. Further evidence shows that our overworked brains become fatigued and a trip to the forest is one sure way to improve its performance.







## THERE GOES MY ART

TEXT & IMAGES: NICHOLAS CARROLL

*Tattooing dates back to at least 5000 years - researchers have found tattoos on egyptian mummies which include wild and domestic animals. Yet, until the last decade or so, tattoos were frowned upon, with wearers being labelled unsavoury, thuggish and 'wild'.*



Body art is undergoing an extraordinary renaissance, attracting all ages and cultures. Visible tattoos are no longer the barrier to employment they once were. In fact, it wasn't that the interviewer found the applicant's tattoo distasteful, they were more concerned about what their customers might think. Perhaps we've raised our consciousness, at last, and only rate the opinions of those closest to us. Progress indeed. One in five Americans have tattoos, as do one in five Britons. If you are of the mindset that tattoos are taboo, you may change your heart when a loved one immortalises your name or image onto their skin.

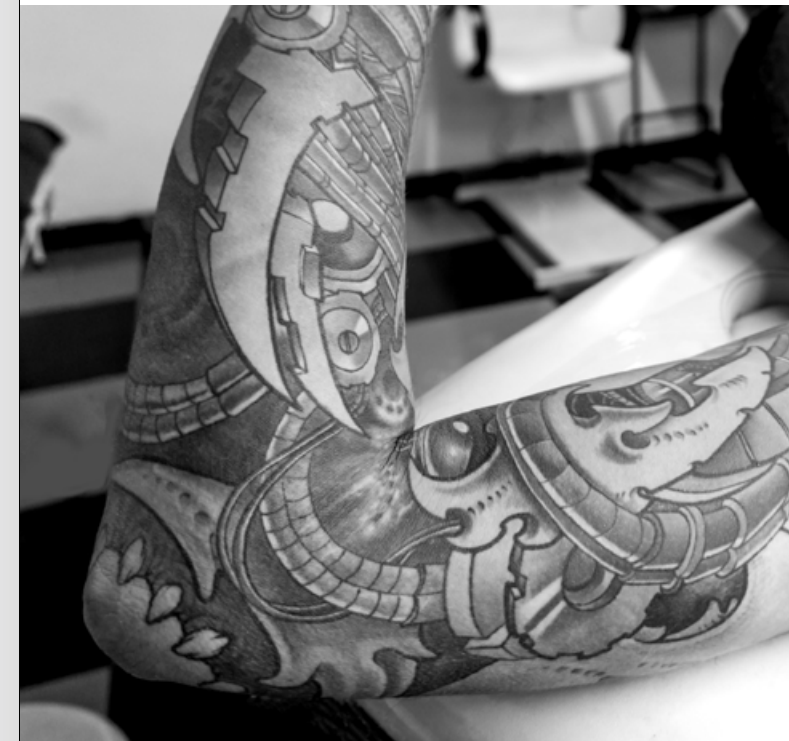
Someone commented that tattoos, if everyone had them, would have helped with the identification process of the hundreds of thousands who perished in the 2004, Indonesian Boxing day tsunami. "Any kind of marking on the skin would have been a quick identifier".

Body art today is very much part of the contemporary art scene, even if mainstream galleries and institutions don't quite know what to do with it, yet. This is art on the move, with the

artist most likely never laying eyes on his or her masterpiece again. Contemporary artists work in several different media, today's tattoo artists are also talented graphic designers, painters and sculptors.

The tattoo artists hall of fame comprises an extraordinary array of names from the turn of the century to living legends. One of the most famous in the world, ever, was Englishman, George 'Professor' Burchett, known as the 'King of Tattooists'. He is widely considered the first celebrity tattooist. Among his clients were members of European Royal families and the wealthy of Europe. Born in 1872, he was influenced by African, Japanese and Southeast Asian art. George introduced tattooed eyebrows to the world.

Halfway down Equinox, opposite the Children's Park is the home of Teardrop Tattoo Parlour. Members of the team have worked in Europe and the USA, tattooing many well known celebrities including Green Day's Billy Joe Armstrong. It is not uncommon for tattoo artists to reach celebrity status themselves.



BODY ART TODAY IS VERY MUCH PART OF THE CONTEMPORARY ART SCENE, EVEN IF MAINSTREAM GALLERIES AND INSTITUTIONS DON'T QUITE KNOW WHAT TO DO WITH IT, YET.





- TEAR DROP TATTOO PARLOUR -



Caroline Beary, who owns Teardrop with partner Marthinus Theunissen said that she often has to counsel parents whose children want tattoos. “Big mistake”, she says, usually winning the debate against the idea. The team at Teardrop are consummate professionals and are very active in promoting the correct way of doing things in the industry. In South Africa, there are virtually no regulators of the tattoo industry.

There are no ‘flash’ catalogues at Teardrop Tattoo (mass produced designs for customers to consider before making a choice).

**“PEOPLE COME IN HERE WITH AN IDEA AND WE HELP THEM TO REALISE IT. WE CAN DRAW OR REPRODUCE ANYTHING”.**

Their intricate designs and illustrations are breathtaking and equally as mesmerizing as accomplished work adorning the walls of art galleries around the world. Many tattoos are based on memories of past loved ones, landmarks in people’s lives and images and words of inspiration. It is a big decision to settle on an idea.



There is some pain involved, physical and emotional. The latter is experienced when poor choices are made, like tattooing the name of a lover somewhere on your 1.9m2 skin surface area, for men and roughly 1.7m2 for women. And then deciding the person wasn’t right for you. Eina!! Tattoos are reminders of everyone’s unique story.

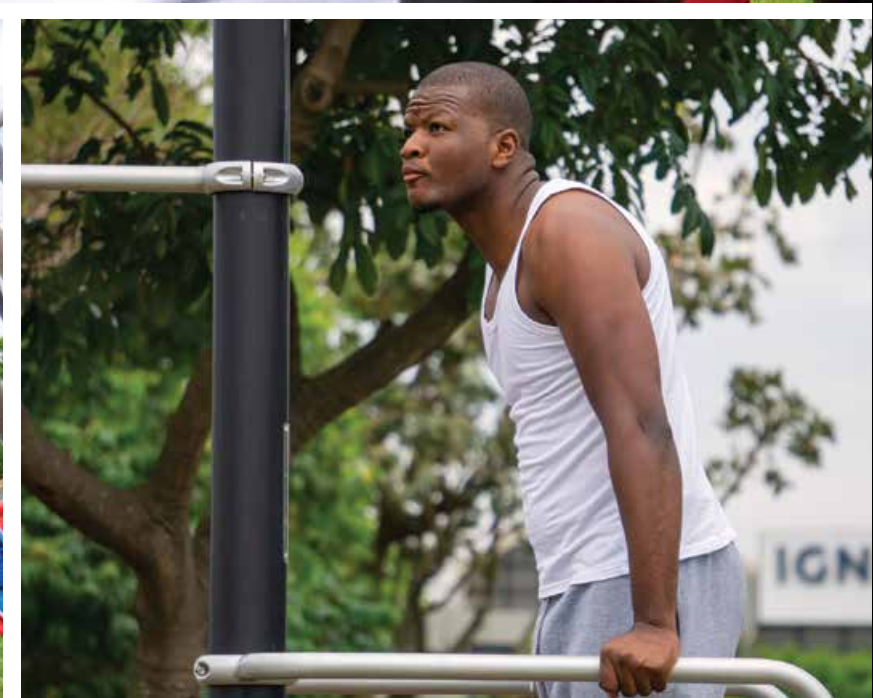


To find out more go to [www.teardroptattoo.co.za](http://www.teardroptattoo.co.za).  
You’ll find Teardrop Tattoo Parlour at 13 The Lighthouse, Equinox Road, Umhlanga Ridge





THE ‘SALUTOGENIC’ EFFECT IS WHAT YOU EXPERIENCE WHEN YOU COMBINE EXERCISE AND NATURAL LIGHT



# FIT FOR PURPOSE

TEXT & IMAGES: NICHOLAS CARROLL

*Fitness is a word with a variety of meanings in our modern world. It most likely originated in ancient Greece (circa 800BC), records showing that the best interpretation was ‘fit for purpose’. Gymnasia were mostly outdoor facilities, used by men. To the casual passer by, they may have appeared more like training camps for Olympic athletes, as running, discus, javelin and wrestling were practised.*

The ‘fit for purpose’ during ancient Greek times was to train better and stronger soldiers. The other purpose was to create beautiful bodies that were revered by society. Beautiful bodies were regarded as superior and even spiritual.

Little has changed in that regard. We still frequent the gym to build stronger and more capable bodies as well as to be admired. Thankfully, advances in modern medicine and science have uncovered virtually endless benefits to exercise. Through gym facilities we are able to rehabilitate damage and strengthen weakness, bringing about better balance and mobility, leading to more fulfilling lives.

The difference between outdoor and indoor gyms is worth closer examination: Outdoor gym equipment is usually tougher and more superior in build. It can withstand a pounding by the elements as well as users; Most outdoor gyms around the world are built and maintained by local councils, evidence that governments believe they have a responsibility to promote health and fitness among citizens. That is a good thing; Outdoor gyms bring communities together, encouraging us to get to know each other better; exercising outdoors increases positivity, promotes bigger effort and ensures a high level of enjoyment. Which proves yet again, that nature is superior and free of charge.

Since lockdown, we’ve seen a steady flow of residents, office workers and curious passers by, engage with the equipment in our outdoor gym. Even residents from nearby hotels have ambled over to work up a sweat. You’ll find it between the Fire Station and the Childrens Park just off Centenary Boulevard.

One of the most famous outdoor gyms in the world is the one in Venice Beach California, called Muscle Beach. Anyone can train there, it is the place where the fitness boom of the 20th century began in 1930’s.



01

**CEDRIC  
SKHOSANA**

For Cedric, the new outdoor gym is a real treat and more confirmation that he and girlfriend Zola have found a stunning place to live. "Its beautiful here" he says. "We moved into Central Park on Zenith Drive a couple of months ago and couldn't be happier. This is new outdoor gym is just going to improve the high quality of life we already experience here".



... WHICH PROVES YET AGAIN,  
THAT NATURE IS SUPERIOR  
AND FREE OF CHARGE



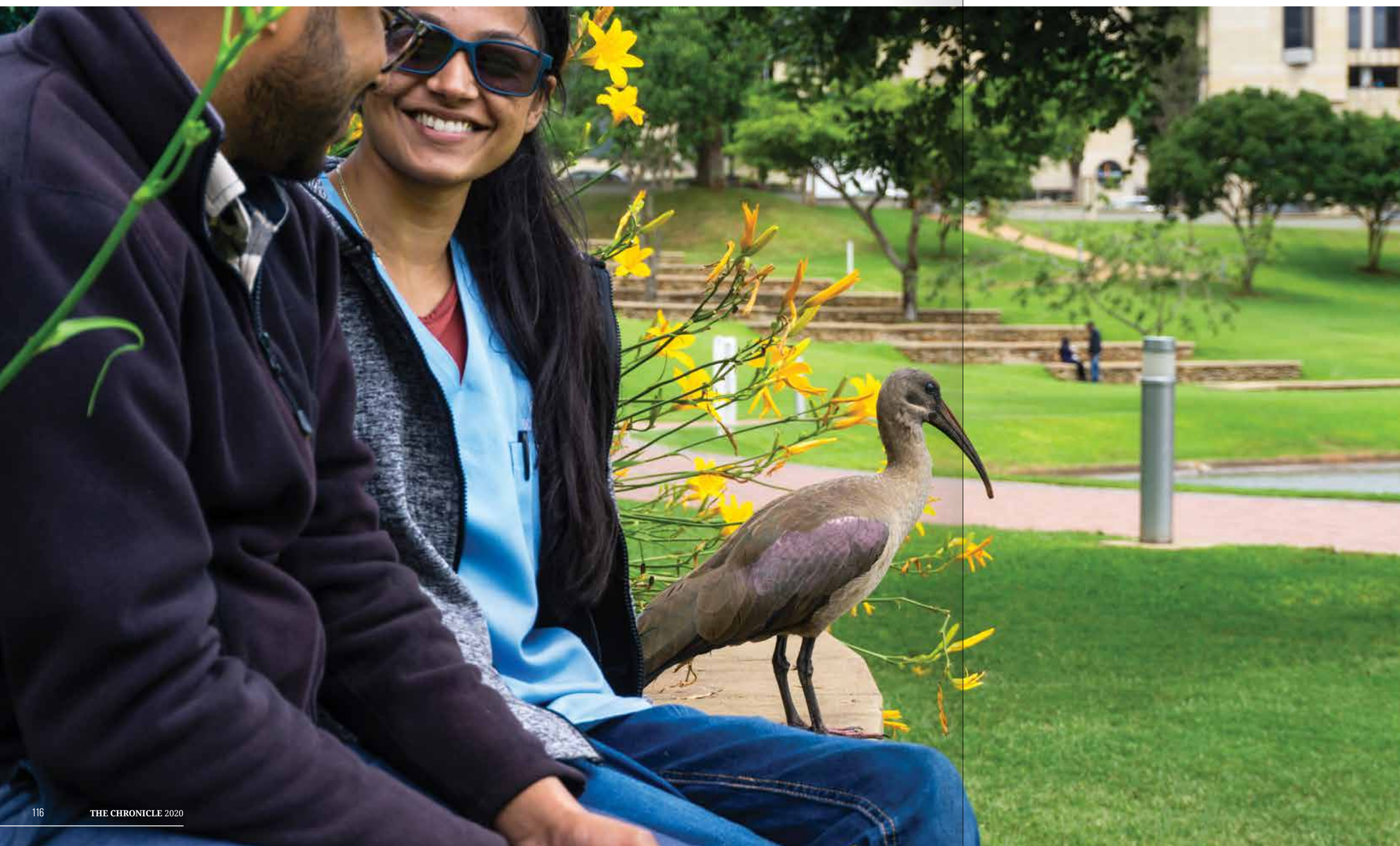
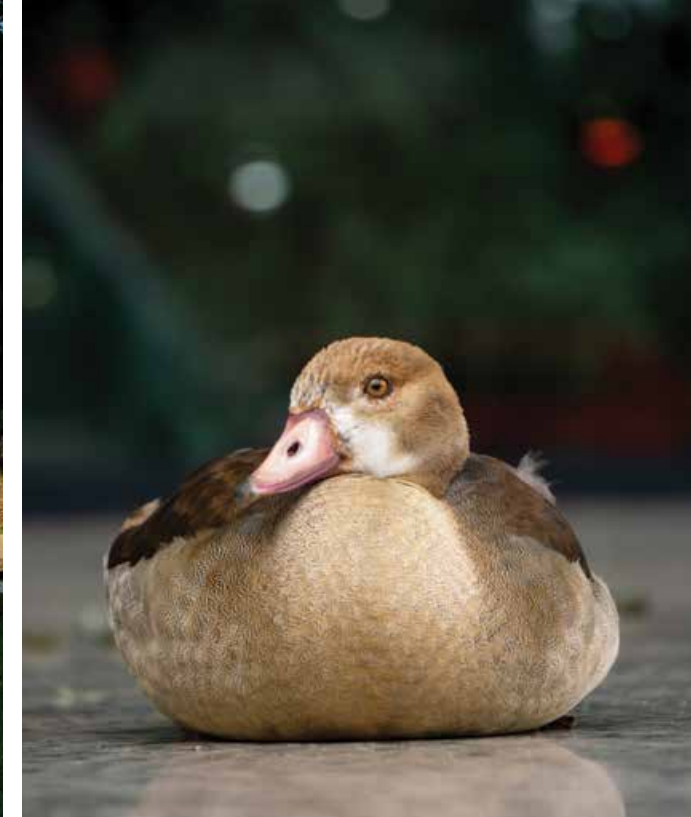


# CLOSE ENCOUNTERS

TEXT & IMAGES: NICHOLAS CARROLL

*Chris Saunders Park is alive all year round.  
During some months, the pollen is so abundant that the  
flowers almost touch the ground under the weight of it.*





The resident, camera shy pelican of the lake lets you get close and then swims away so you can't get a decent shot. Pelicans are notorious for their individual personalities, just like your dog or cat on their off days. 10 000 feet is the height they sometimes reach.

The Hadedda Ibis, (*Bostrychia hagedash*) the bird we love to hate, is fondly considered Africa's alarm clock. At night they roost in groups of up to 100 which can be a very noisy affair. If you know where our Hadedda's roost on the Ridge, please let us know.

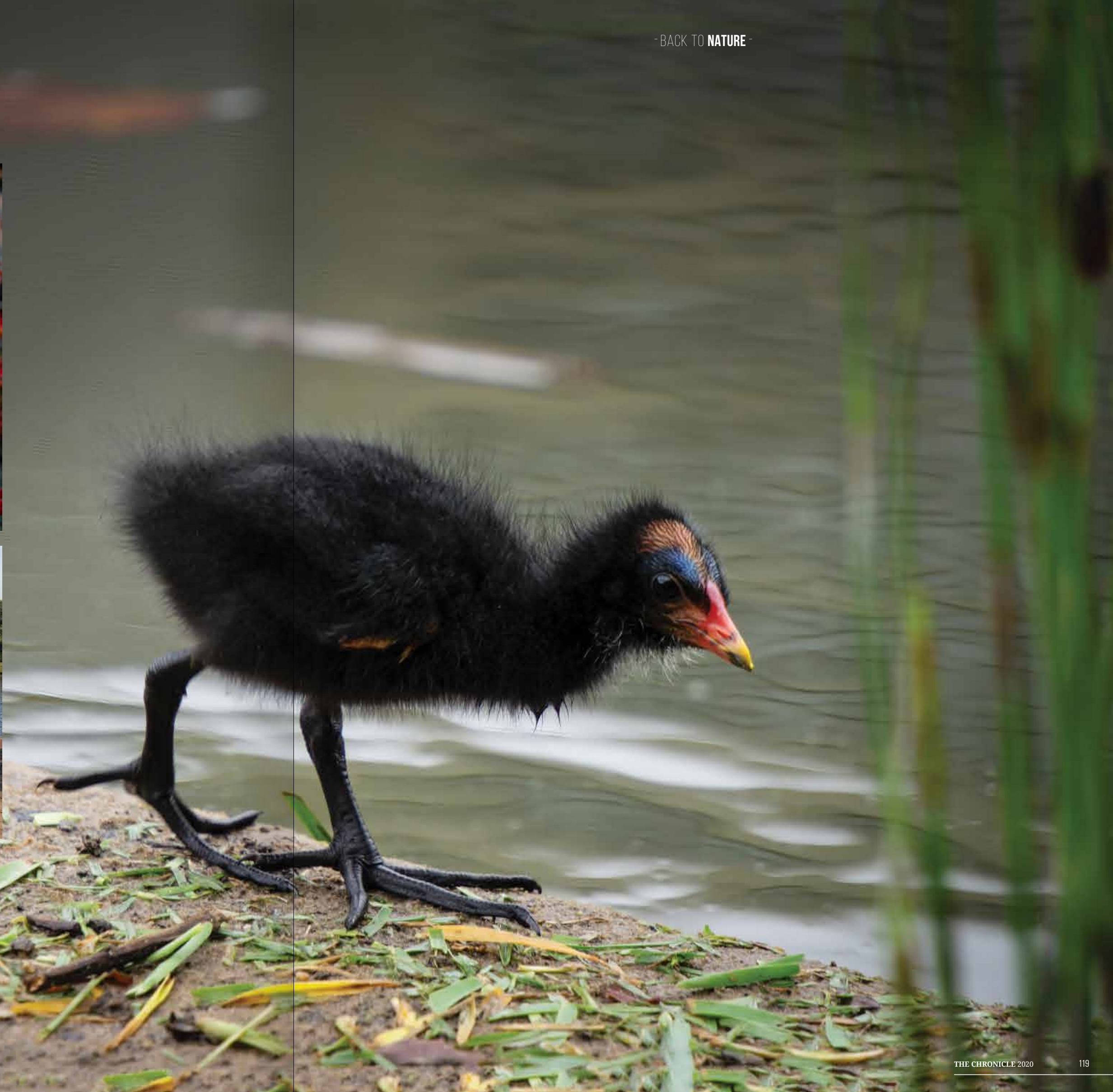
They are mostly found near rivers or dams and manmade areas like sports fields, gardens and urban parks. They build huge basket shaped nests about 5 meters off the ground, lined with grass for comfort. Not the best structures in nature, these nests are used over and over, sometimes by different pairs. The eggs, which often roll out, are green in colour.

Many of us live alongside Hadedda's, often in close proximity. Presumably thinking that as long as we don't compete for the morsels in the soil, we will get along just fine.

**THE POND CLOSEST TO PARK SQUARE IS HOME TO DOZENS OF BIRD SPECIES, WITH TINY CHICKS RUNNING BETWEEN THE REEDS. THEY WILL ALSO LET YOU GET CLOSE IF YOU WILL ALLOW YOURSELF TO STOP FOR FIVE MINUTES AND LET NATURE COME TO YOU.**

There is a softness to Chris Saunders Park right now that will smooth your sharpest edges. So *what* if you are late back to the office. Tell them you were seduced by the park. Tell them you've been replenishing your brain cells, reviving your memory bank, stimulating your niceness and facing your demons. The CCMA will have a field day with that.









# THAT IS SO COLD

TEXT & IMAGES: NICHOLAS CARROLL

*Be authentic and sincere about what you are offering and people will buy from you. Or move on and find something that you can believe in.*

It feels like the days of cold calling are coming to an end - Mrs Admin hardly ever replies to my emails anymore. It is frustrating to have a product or service of great value, and not be given a chance to present it. If you really believe in what you are offering, you must find a way to slip by the Gatekeeper - the person tasked with filtering who gets to connect with decision makers and who doesn't

Millions of pages have been written on how to succeed in this essential task. The correct approach has been the same since man sold the first stone wheel: be in alignment with what you are offering (sincerely believe in it) and be completely honest about your intentions when you approach the prospective company.

If you are thwarted by the Gatekeeper, then do everything you can to find the decision maker's contact details - email address or cell number. It takes more time, but the effort is worth it. Want to know a great way in? Call up reception and ask to be put through to the CEO, or MD's secretary or PA. These people are so well informed that they can instantly steer you in the right direction. You can even start the conversation with: *"Yes, this is a cold call, but we are so convinced that our product/service will be of great value to your company, that we dare not botch this first attempt to get an appointment with the decision maker. Could you please give us their email address so we can request a meeting?"*

You will earn bags of points for being honest and getting straight to the point. They may even offer you alternative decision maker contacts, earning you your first supporter and the possibility of more than one key email address. If you don't suspend your crippling fear of picking up the phone and asking for an appointment to present your offering, you could go hungry.

## MAKE NO MISTAKE, GATEKEEPERS PERFORM A VALUABLE FUNCTION.

Imagine the nuisance value to decision makers who say yes to every request to meet? You have to be clear and brief in your approach. Write down what you want to say and stick to it, sounding as natural as possible.

For an excellent example of how to pique the buyer's interest in 30 seconds, catch episodes of The "Dragon's Den", a reality TV show where budding entrepreneurs have 30 seconds to pitch their business idea to investors. Those that have prepared and rehearsed their 30 second pitch (they know the value of what they are selling) are most likely to partner with one of the celebrity investors and make their business dream come true.

Don't get caught up in the limiting belief that you are making a nuisance of yourself by calling and asking for an appointment. Without sales people, you wouldn't be reading this (the computer you are using was ultimately provided by a salesperson, so was the chair you are sitting on). Next to parenting, selling is one of the most important jobs in the world. Just believe it!



SEEING IT DIFFERENTLY



The top floor of this building on Equinox Road looks like a necklace on display in a jewellery shop window. Panels of soft turquoise sit astride the attractive sheen of precisely cut moonstone. Thin veins of red jasper cling to the edges of a silver rope necklace, whose strands are separated by columns of lapis lazuli.

Distance does indeed make the heart grow fonder. We've missed our day to day contact with you - the residents, office workers and day visitors. We've never forgotten the sound of your voices and the glimpse of your iridescence, shimmering in the morning and afternoon light. We see your reflection in the windows of passing cars and always notice when you step outside to touch a tree.

You are the jewels of this town. A kaleidoscope of colour and culture and voices of liquid gold to our ears. I watched a small brown bird with an orange beak drop soundlessly to the ground on Centenary Boulevard this morning. Unfazed, it pecked closer and closer to my feet. The growl of a high revving engine shocked it back to the tree tops.

Everything is in front, behind and around us. There is no place on earth, like Umhlanga Ridge. Embrace it with all you have.



PUBLICATION FOR  
RIDGE ASSOCIATION MEMBERS

THE RIDGE MANAGEMENT ASSOCIATIONS

INCORPORATING:

LA LUCIA RIDGE OFFICE ESTATE  
UMHLANGA RIDGE TOWN CENTRE  
RIDGESIDE  
MILLENNIUM BRIDGE BUSINESS PARK  
PARKSIDE UMHLANGA RIDGE

SEE CONTACT DETAILS BELOW TO REPORT THE FOLLOWING:

- REPORTING
- SECURITY
- LIGHT OUTAGES
- POTHoles
- LEAKING PIPES
- LANDSCAPING
- LITTER/ENVIRONMENTAL
- ARCHITECTURE/DESIGN REVIEW
- CONSENT TO TRANSFER/MORTGAGE
- SIGNAGE
- GENERAL

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Umhlanga Ridge

Rediscover KZN's Premier Jaguar Land Rover Dealership  
A leap ahead in customer satisfaction.

Boasting the most up-to-date Jaguar Land Rover Corporate Identity in South Africa, Jaguar Land Rover Umhlanga is proud to introduce our new state-of-the-art facility at 1 Wilton Crescent, Umhlanga Ridge. The building's architecture ensures that the Dealership is established as an icon in Umhlanga.

The Workshop and Service Department has installed the latest and most advanced diagnostic equipment in order to provide customers with unrivalled customer service. A public charging unit for electric vehicles has also been installed.

Jaguar Land Rover Umhlanga has been chosen as KZN's only Special Vehicle Operations (SVO) centre. This significant achievement compliments the showcasing of the Range Rover Sport SVR and the Jaguar F-PACE SVR which are currently available on our showroom floor.

Jaguar Land Rover Umhlanga is proud to announce the eagerly awaited New Land Rover Defender! Combining capability and durability like no other, the New Land Rover Defender is unstoppable, incomparable and in a category of its own. Test drive the New Defender, call 087 250 2275 today.

Our dedicated and experienced staff at Jaguar Land Rover Umhlanga aim to ensure that your vehicle purchase experiences are great ones. So whether you are interested in driving performance or city exploration, visit our new dealership today.



*Darren*  
**Darren Gray**  
Dealer Principal

**Jaguar Land Rover Umhlanga**  
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# One Africa. One expert.

Your business is Global,  
our business is Africa.

Investing and operating in Africa is not without challenges, particularly from a legal perspective. Local knowledge of complex legal systems, legislation, courts, applicable processes, prevailing practices and risks can be the difference between success and failure.

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