

LIFE



UNIVERSITY OF CAPE TOWN
IYUNIVESITHI YASEKAPA • UNIVERSITEIT VAN KAAPSTAD

HELLOS & GOODBYES JOHN CRITIEN ANDRÉ THEYS

**André takes
over the reins
from John**

Read more on pages 3, 6, 7, 8 and 9

LIFE

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DID YOU KNOW?

The Jammie Shuttle provided roughly 35000 rides to staff and students last year. Thank you Risk Management!

Welcome to LIFE!

It's the summer of 2013 and our first Properties and Services newsletter. Aptly named **LIFE**, it tells of the life and times of P&S staff members.

In these pages we hope you'll gain inspiration from colleagues, some interesting stories about what we have been up to; and a tribute to John Critien.

As it happens, our first newsletter coincides with the retirement of John, who has been our Executive Director for 13 years, and the welcoming on board of André Theys, as the new ED. So, as we say farewell to John we say hello to André and wish him well in his new position. John you will be missed and we wish you every success for this new chapter. Thank you for all the years, and for all the battles you have fought for us.

P&S staffers, this is your newsletter, and we'd love you to take ownership of it. Send us your story ideas, letters, photos and anecdotes about what you have been getting up to. The newsletter will feature twice a year – a summer and winter edition – and is put together by the P&S Communications Department. A special thanks to everyone who contributed to this edition.

Finally, we wish you well over the coming season, and we thank all the P&S men and women and all our contract staff for the great work you do every day.

Be safe, be happy

The **LIFE** team



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Cover image by: Raymond Botha (CMD)

Please send all suggestions and letters to vivian.warby@uct.ac.za

Please put the title 'LIFE' in the subject line





A NOTE FROM JOHN

Passing the baton

I have enjoyed my term at the University of Cape Town. It has been a busy 13 years, and as a department we have completed the tasks assigned to us and managed (sometimes under difficult circumstances) to carry out our mandate satisfactorily. This is largely due to the spirit of commitment of the staff within the department and the willingness of our team to roll up our sleeves and get the job done.

I hope that I have served you all well and my leadership has not disappointed you in any way. I am delighted that the university has seen fit to select my successor from within the ranks of UCT. In the context of Rhodes' Will and our iconic heritage campus, it is important to know and understand the history and geography of the university.

André is a worthy successor and aside from knowing the department well, he has all the right attributes of a great leader. I have the utmost confidence in his ability to take the department forward.

I wish to thank the university for allowing me to depart with dignity, and for the foresight which has allowed André and I to work closely during the past two months. It has meant that there will be continuity of work and services, and it will allow me to quietly slip out into retirement unnoticed. I wish each and every one of you and your families continued success and many blessings.

John

OBAMA BRINGS A BIT OF 007 TO UCT



high-ranking international visitors to the UCT Campus.

- The management of vehicular access and pedestrian access and the park and rides (moving of people) from the parking areas. The departments who assisted with this were Campus Protection Services, the UCT Traffic Department, the Jammie Shuttle Office and the GSCID (Groote Schuur Improvement District).

We hear there were a lot of meetings?

Yes, there were many meetings particularly with the US Secret Service and local government. The US Secret Service is not just one team. It has different levels of authority and we had to meet with all of them - Level One / Level Two / Advance team and White House staff. There were many early mornings and late nights as well as urgent high-level meetings with South African Government officials, who had various demands we had to see to. One of the things that we were responsible for on behalf of UCT was making the decisions regarding physical restrictions and access.

What did you learn?

There wasn't much we learnt. Our UCT Risk Management staff is well organised and our work is aligned to international standards.

Any James Bond moments?

Bernard Soules (CPS) and I were privileged to be placed inside Jameson Hall disguised as Secret Service agents on the night of Obama's visit; our agreed role was to identify any hecklers in the crowd, to approach them and be nice to them to get them to stop. If our soft approach did not work then we should give an indication to the Intelligence staff to eliminate them (remove them discreetly).

Many of Properties and Services' units, including Maintenance, Risk Management and Access Control, were significantly involved in American President Barack Obama's visit to UCT earlier this year.

Our staff worked long hours to ensure things went smoothly. We tracked down Health and Safety Manager Michael Langley, to quiz him about the visit.

You're with Risk Management Services. What was that unit responsible for?

- Interaction with US Secret Services on physical access and security restrictions aligned to the US President and senior US officials

"If our soft approach did not work, then we would give an indication to the Intelligence staff to eliminate..."

visiting the UCT Upper Campus.

- Interaction with local and national SA Departmental (Security Services and Disaster Management) officials and the SA Department for International Relations regarding compliance, security access and the protection of

BACKGROUND: It was one of those projects that had legs. Not only were we called on to transform a dead, dark space (which provided little relief to hardworking academics), but to use this external transformation to help bring together two different departments – Zoology and Botany (now united as Biological Sciences) – in a social setting.

In a way it was to be the combined home of the two departments, a space that would be conducive to fostering bonds and high level discussions, a place to chill out and a place to be inspired. We knew the task was a big one, but we were up for the challenge. Working together we brought in light, class and a brand new environment for the merged departments. The space is transformed: now an airy, bright, light, modern space of interaction, meetings and gatherings.

The best part about it all is the numerous accolades and thanks we are getting from those working together and utilising the space. Well done on the teamwork, P&S!

THE P&S PLAYERS

Peter Byne (Upper Campus Maintenance) – Identified all maintenance issues and managed all the interfacing between maintenance and the main building contractor.

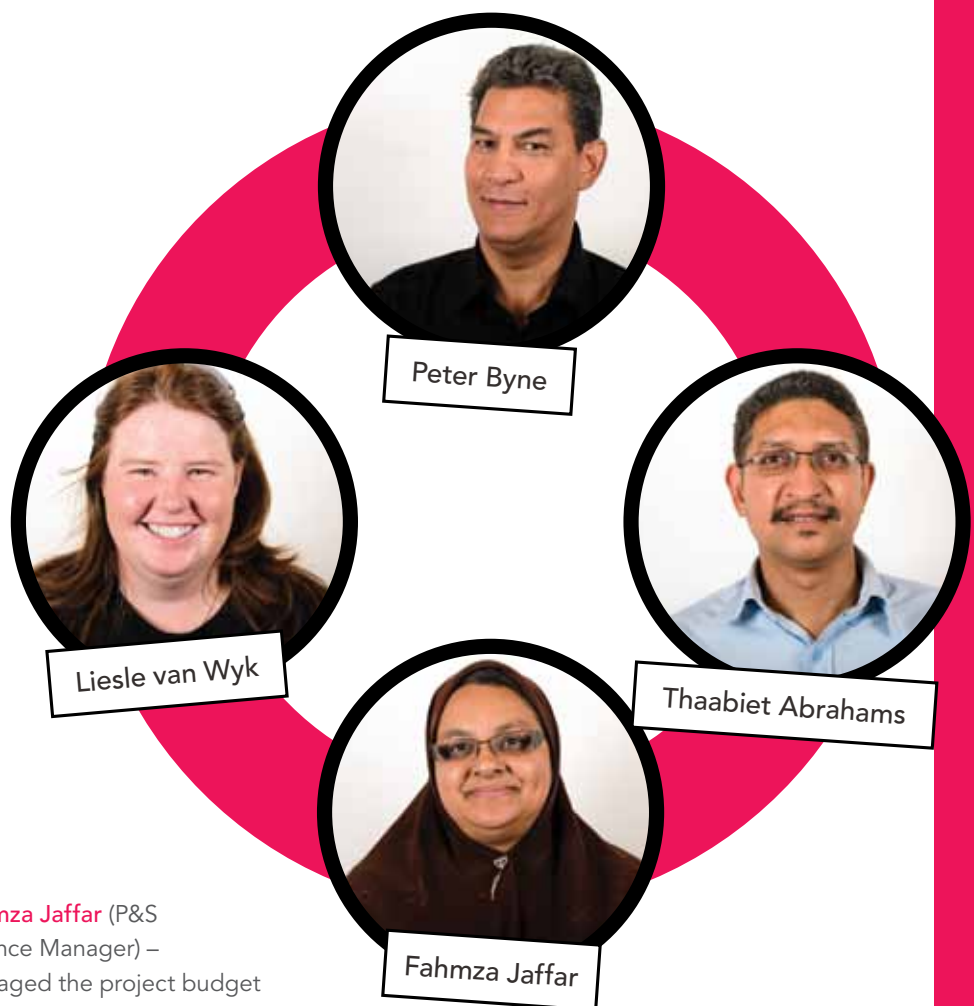
Thaabiet Abrahams (Projects Co-ordinator) – Managed the main contractor, UCT sub contractors, the issuing of purchase orders, general project management and was assessor member of PIC.

Fahmza Jaffar (P&S Finance Manager) – Managed the project budget in consultation with the appointed QS; ensured the client had a firm understanding of costs and implications of any scope creep; assessor member of PIC.

Liesle van Wyk (Space Manager, PPU) – Client liaison, quality assurance and planning of future phases; assessor member of PIC.

TEAMWORK PAYS OFF

The different units within P&S work closely together on many projects. The recently completed “ZooBot” project at the John Day Building is one of the many successes. BY LIESLE VAN WYK



“Individually, we are one drop. Together, we are an ocean.”

- Ryunosuke Satoro

JOHN'S LEGACY

John Critien sowed many seeds, and reaped many harvests for UCT over 13 years. Here are but a few of the highlights of John's tenure as P&S ED.

• **The introduction of the Jammie Shuttle** This forever changed the way students and staff accessed campuses.

• **The establishment of GSCID**

Anthony Davies (GSCID CEO): "I first met John at a dinner in 2006 hosted by Professor Martin Hall, then a Deputy Vice-Chancellor of UCT and Alderman Owen Kinahan, a member of the UCT Council. At that time I was the Executive Manager of the Claremont CID. The main topic of conversation was the possible formation, championed by UCT, of a City Improvement District. On July 1, 2010 the Groote Schuur CID was formed with staff patrolling the streets in cars and on foot around the neighbourhoods of the University. Crime has been considerably reduced and the results of the street-cleaning operations are there for all to see. In no small measure this successful initiative is a legacy of John Critien, whose contribution we hold in great regard.

"John is a humble man of tremendous integrity and ability who will be greatly missed by all at the Groote Schuur CID. We wish him the Lord's richest blessings in the years that lie ahead."

– Anthony Davies

• **CCTVs Main Road**

• **Delicate communications with taxi bosses** during the Jammie Shuttle era.

Chris Briers, Projects Engineering Manager:

"John has the most calm way of managing conflict. When, for instance, the "Taxi War" threatened us after we introduced the Jammie on Main Road, he sat down and negotiated a win-win solution with them.

"To date we are still reaping the benefits of that negotiation with the taxis still performing a sterling role in taking peak load off Jammie early morning, allowing us to deploy the buses in other critical areas."

"We will miss Columbo in his beige coat in winter!" – Chris Briers

- **Numerous buildings were erected** during John's tenure, too many to mention in total but including Graca Machel, New Engineering Building, Middle Campus buildings, Obz Square, Centlivres, TLB and the acquisition of Rochester House in 2005, which saw an extra 760 beds added to UCT.
- **A savings of R10m** in the general rates valuations of 2006.
- **Involved with GCI** (Green Campus Initiative) since its inception – a strong student body of 2060 members, one of the largest social bodies. The initiative is all about green projects such as recycling, RideLink, and now BikeLink, as well as important sustainability studies including UCT Carbon Footprint Report 1 and 2.

JOHN CRITIEN

NOW: Executive Director, Properties and Services, UCT

December 2013: Free agent, the big wide world

John Critien, known as a dedicated family man and an exceptional writer, orator and negotiator, has served UCT as ED of P&S for the last 13 years. He decided to take early retirement and leaves the university at the end of November. John's lovely sense of humour, his ability to

tackle big projects with ease, his love of family, and his belief in his staff will be missed.

During John's term of office there have been so many positive changes at UCT.

Where to now:

"I'm hoping to do one of two things: Either teach English in Sicily for a semester (John speaks Italian fluently and loves travel). Or I'll be building a second home on my property so that both my daughters have a house of their own one day."



ANDRÉ THEYS

NOW: Head: Engineering Services, UCT
 DECEMBER 2013: Executive Director, Properties and Services, UCT

André Theys is 41, bright, determined and ready for the next big challenge on his path. This happens to be taking up the role of Executive Director of Properties and Services in December. André's favourite quote by Harry S. Truman, which he quoted in the intensive interviews for the position, sums up his management style:

"You can achieve many things if you don't mind who gets the credit"

André has a quiet confidence which has crept into the hearts and minds of those who have worked closely with him in Maintenance as well as others he has crossed paths with in his work at UCT.

Little-known facts about the future ED:

- Loves cars and motorsports.
- Was a keen rock climber.

- You can find him before sunrise cycling in the mountains or on the roads.
- Enthusiastic squash player.
- Married to Karen and has a five-and-a-half-year-old daughter, Hannah.

What he says about the new challenge ahead: "It is with humility that I accept this position as ED. I know I have big shoes to fill and that it is a tough job.

"But I am excited about the challenge and about the difference that P&S and I can make to the university as a whole."

JOHN AND ANDRÉ

The women behind the men and what they say:



Terisa Brandt, PA:
"John is foremost a family person. He is always supportive of one's family situation. He is a caring, fair,

supportive man and has a wonderful sense of humour. Everyone knows John to be big-hearted. He never looks at you just as a secretary or PA – he always treats you as an equal and that is one of the nicest things about him. He's also one of those people who allows you to develop yourself – he gives you scope, he doesn't limit you to a job description. He is also a trusting manager and that is what I was most grateful for as a PA. He never micro managed, and he believed he had the right people in the right positions. He listened to advice no matter where it came from. The other PA's were always asking me when I was retiring because they wanted to be John's PA."

Penny Baartman, Administrative Assistant, has been working with André for eight years.

"Andre is sincere, humble, fair and he has an amazing ability to motivate people - he always pushes us to be all we can be. He's professional, knows his job and what is wonderful about him is that he treats everyone with the same amount of respect from the tea-lady to the VC. In short, he's a cool guy. We're so happy for him, but he'll be missed down here."



PHOTOS: RAYMOND BOTHA (CMD)

MO'S TIPS TO LIVE BY IN RETIREMENT

- **Keep busy** with meaningful and mentally stimulating activities. This will give you inner satisfaction and sound mental health.

Mo Omar gives John some good advice for retirement



- **Remain positive**
 - **Do what makes you happy**
If you are happy in what you do, it will show in your demeanour.
 - **Don't put off chores** for too long. There is a risk that with the free time you have on your hands that you may have a tendency to put off certain chores, such as gardening, for another day. Note: One's sense of urgency certainly becomes a little mellowed in retirement.
 - **Help where you can** My natural inclination is to help where and when I see less privileged members of society. Thankfully I am part of a team that is responsible for a welfare office in Athlone on a voluntary basis. This keeps me in touch with the realities of life, and I am being constantly reminded of the privileges so many of us enjoy.
 - **Money should not be the only driving force** to perform nor the only source of happiness. Serving humanity has no price attached. The reward comes from above.
 - Apply the **KISS (Keep it Simple, Silly)** principle in everything you do.
 - **Do whatever it is you do to the best of your ability** without hurting and causing anyone harm in the process.
- And what makes Mo the happiest right now? "Being among my grandchildren and witnessing them growing up."
Mo was Access Control Manager at P&S. He retired earlier this year.

'A MAN OF INTEGRITY'

DVC THANDABANTU NHLAPO'S FAREWELL LETTER TO JOHN

It is difficult to decide what one can say about John Critien. Phrases like 'gentle giant' come to mind as do descriptions like 'broad shoulders' and 'efficient' and 'unflappable'. John is all of these things. These last few years when I have worked directly with him have been times of pure pleasure. Somehow we discovered a chemistry between us that is either attributable to his KZN roots (which are the same as mine) or his absolutely atrocious Zulu – to be honest, more like *fanagalo*. Whatever the reason, I believe we have genuine respect for each other topped by real affection.

The first time we had a briefing together I was astounded by the vastness of John's portfolio at Properties and Services. I could not understand how he managed to oversee the conceptualisation, costing, planning and construction of a building worth hundreds of millions of rand, and in the same breath discuss the plight of five-year-olds at Educare. The equanimity with which he handled these diverse responsibilities was a wonder to behold.

What many people have yet to discover is John's very quiet, very dry sense of humour. We have had many joyous moments face-to-face or by electronic communication on the basis of this hidden talent. My ranking favourite is still John's observation after he attended a Council meeting at which both he and I were roundly roasted by the members on the Supercare matter, and yet emerged with the decision we wanted. John's take on the whole process was, "whoever scheduled this discussion as the last item



of the Council meeting on a Saturday when there is an international rugby match at Newlands the same afternoon is wise beyond his years".

"What many people have yet to discover is John's very quiet, very dry sense of humour."

I wish John all the best in his retirement. He is a man of great integrity and presence. It might appear surprising to use the word "presence". John usually comes across as self-effacing and is courteous and respectful almost to a fault. Despite that characteristic restraint, he managed to instil a great deal of confidence in the people around

him. For me, this is an attribute that seems quite nicely to merge Italian and Zulu values that go beyond other preferences these two great nations have in common (such as women of substantial size).

I must add that my regard for John is totally shared by Mrs Nhlapo, who values him almost as much as I do. Bribery has played a part in this: every time John goes to Durban he brings back some headgear (*isicholo*) for my wife, so much so that she now has a separate 'Critien collection' in her wardrobe.

I think John Critien is a wonderful human being and I hope our friendship will continue until we get to the point where we can race wheelchairs together."

TEAM WORKSHOP

In December last year P&S ran a series of workshops for its staff as part of a teambuilding and brand assessment exercise. Vivian Warby facilitated the workshops. This is what she found:

“For me, Properties and Services’ biggest asset is its people. In the one month that I ran these workshops I came face-to-face with phenomenal men and women who often, despite some trying circumstances, were doing great work to maintain UCT’s high standards.

During this time I also found:

- people overcoming great obstacles to get where they are today;
- men and women with a common purpose to help build the foundations on which academia could flourish;
- those, far older than any student, who walk kilometres of the university’s estate to bring us our mail;
- inspirational stories; and
- people who took exceptional pride in, and were passionate about, what they did and who knew their trade well.

I was humbled by your stories, and my hope is that I will be able to get them out there, so that others, who often see those working in P&S as nameless faces on campus, will start to acknowledge all of you and the great determination you have to leave a lasting legacy of excellence on campus.”

– Vivian Warby, facilitator and Head of P&S Communications Department.

SOME OF THE BEST THINGS ABOUT UCT:

“Being trusted to do the work to the best of my ability - with unconditional approval from my manager”

“The view every day”

“The challenge of all the different projects and people”

“Seeing the fruits of the efforts we put in as a team”



Creative creations made during the workshops

IF P&S were an animal which animal would we be?



A **LION** is strong, other animals come and go, but this lion, it lives for a long time.



AN **OCTOPUS** has many arms, is able to do so much under one ‘umbrella’ – is far reaching.



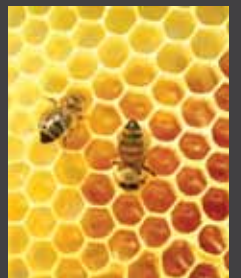
AN **ELEPHANT** is powerful, old, it has seen so much.



A **RHINO** has a thick skin, is able to withstand so much, is hunted and wanted for its horns, almost extinct.



A **DINOSAUR**, extinct, did not care enough about it?



WORKER BEES making delicious honey, but working oh so hard.

**Physical Planning Unit;
Venue Bookings**
THE HEAD

**Access Control;
Investigations**
THE EYES

Finance and Admin
THE BRAINS

Gardens
THE EARS

**Educare; Health
and Safety; Irma
Stern**
THE HEART

Traffic
THE ARMS

Projects
THE VEINS

**Safety and
Health
Environment**
THE LIVER

Maintenance
THE HANDS



THE THINGS WE VALUE MOST:

1. RESPECT

Followed by

2. HONESTY

3. INTEGRITY

4. TRUST



A GIRAFFE is unusual, able to reach high and hidden places, beautiful, graceful.



A PORCUPINE has many quills – that can be both painful and beautiful.

THE BODY ELECTRIC

Thinking out the box:

If UCT was a body which part would your unit be?

Aim: To question and explore how we create together as P&S, and also to explore the importance of the job we do.

**Mail Room,
Postal Services**
THE FEET

RETIREES

GO WELL, FRIENDS



Igsaan Brown, Afrika Fritz, Rashieda Ismail and DVC Sandra Klopper at the retirees farewell dinner.

Igsaan Brown started work at UCT in February 1977 as an artisan in the Masonry Workshop on Upper Campus. His first job was at Hiddingh Hall where he replaced all the moulding under the eaves around the entire building. Twice during the past 36 years he resigned but was asked to come back. He worked his way up to become the foreman of the Masonry Workshop in 1987. One job that stands out as a highlight in his career was to restore the fireplace at Glenara in collaboration with the wife of the then Vice Chancellor Stuart Saunders. She was a UCT arts graduate and took a personal interest in the restoration. Igsaan has a few secret ideas to keep him busy in retirement. We'll

miss him and his wisdom. – *By Ferdi Nell*

Richard Afrika Fritz started working in the Maintenance Department in 1970. He worked in the old paint shop as a painter's assistant. He quickly mastered painting skills and in 1978 became a semi-skilled worker. Fritz displayed the ability to work unsupervised and he was awarded the position of Assistant Foreman in the paint shop and later as assistant supervisor at Medical School. He was transferred back to Maintenance where he did exceptionally well in the electrical and plumbing trade. Fritz quickly became known as a Jack of all trades, a good Handyman. He will

always be remembered as a true colleague and good friend, and he will certainly be dearly missed. – *By Louis Wyngaard*

Cassiem Khan, 65, has worked at UCT for 39 years. Everyone was surprised to hear he was retiring. "But he looks so young," was the general response. Cassiem says he has no secret to his youthfulness. "I guess I am just blessed, I can't even describe it," he laughs. The highlight of his career



was when computers came on to campus. "It took a lot of writing out of our hands. When we started we had to capture all the data by hand, then there was the black screen with the green lettering – I am sure the hours in front of those screens caused me to wear glasses today," he chuckles. "When the internet came, at a flick of a button you could see how much was spent on a particular project." It was a breakthrough. UCT itself has undergone so many changes over the years, says Cassiem. "The university even outgrew me, so much has changed

over the past almost four decades. It was a journey for me – processes changed, managers changed, all new people, all good people over the years," he says. "Friends have passed on, moved on, there has never been a dull moment at this university - anything can happen at any minute and you must be up and running. I'll miss it." And we'll miss you, Cassiem.

Rashieda Ismail started her career at UCT in the Jagger Library in 1978 at the age of 30. She worked there for four years before starting to work in the School of Education and was there for 18 years. In 1999 she was retrenched and was at home for two years but in 2003 she started working as a leave replacement for the Faculty of Health Science Medical Post Room. In 2005 she became permanent. There are things that she will not forget about her time here at UCT such as socialising with different staff members in various departments. She's also proud to have finished her Standard 8 Literacy classes at the School of Education. She loved baking for the students. Her hobbies are walking and reading Mills & Boon novels. Rashieda says she has experienced so much at UCT and enjoyed it. There is a lot of sadness about leaving but hopefully she can get to do voluntary work, she says.

MAURA

INSPIRATIONAL SOUL

After bone cancer claimed one of Maura's legs, her lifelong dream was to walk on the beach, unaided... a dream that could soon come true.

On February 22 this year Maura Sanderoff, P&S architectural technician, was out braving the cold Atlantic waters – without a wetsuit – doing the 7.5km Robben Island swim to raise money for Splash, an organisation that teaches underprivileged children to swim.

But in private Maura was fighting her own battle. She needed a new prosthetic leg, but medical aid was refusing to pay for it.

At age 16, Maura lost one of her legs to bone cancer. As an amputee she has been using a prosthetic leg to get around. But on the beach it was another story. There Maura had to have the help of others to partake in the sport she loves so much as her prosthetic leg cannot get wet.

Delle Henry, a fellow swimmer who has been with Maura through a big part of her swimming life in Cape Town, knows about her struggle on the beach and decided, after watching her swim Robben Island to help others, to start a fundraiser to raise money not only for the new leg she needed but also for a "wet leg" that would allow her to walk unaided on the beach and to shower unaided.

Testimony to how people love and support Maura, the money was raised in record time.

Anyone who works with her will know how easily she gives of herself and of her possessions. Her first Robben Island swim for underprivileged children is testimony to her giving nature. "Receiving, however, is a different story," says Maura.



Left: Maura with Tony Sellmeyer on Clifton beach after a training swim in 12°C water. "Tony is my 'Captain' who always kept me motivated during training and also swam with me on the day". **Right:** Maura with Dave Herman who did the first wet casting of her new prosthesis.



"I didn't know it would be so hard accepting such a generous gesture. This is all new territory for me, and is a huge emotional rollercoaster - it blows my mind that people could do this for me, and be so kind and giving. It's a hard one to swallow," she says.

Going to the hospital to get her new leg fitted was a difficult time for Maura. "It jogs all those memories from when I was a young girl and diagnosed with bone cancer. I really handled it so well in my youth, but not so well now," she says with that bright Irish smile. "I am so grateful for what people, and in some cases strangers, have done to help me.

"When my kids were young that wet leg would have been the best thing. In those days I used to GladWrap my leg to prevent it from getting damaged but still I couldn't run after my kids if they needed me." Her children are all grown up now and so Maura looks forward to doing the running around after grandkids on the beach.

Maura will do another Robben Island swim in Dec 2013. Good luck Maura!



Maura starting a 2.5km swim at Shelley Point in 10°C water (Very cold!!)

EDUCARE CENTRE GET AN EXTENSION

There are a lot of changes afoot at Educare, the most exciting being the reconstruction of the old Animal House into a nursery school.

THE JOURNEY

Marilyn Petersen-Sanders writes: "All we wanted was a mini-hall in order to add more enjoyment to a long day at pre-school. This would also result, we believed, in our littlies not having to play on the stoep particularly on those cold winter afternoons, in order to accommodate ballet, marimba or music lessons. Next year, thanks to the conversion of the Animal House, the current baby classes will move over to the new baby section, creating space for a mini-hall within the existing Educare building."

A BIG THANK YOU

Dr Pippin Anderson A parent at the Educare and, at the time, serving on the Educare Management Committee and Educare committee (sub-committee of council). Dr Anderson supported the idea of a mini-hall and was instrumental in facilitating the process where the Zoology Department agreed to hand over the Animal House.

DVC Prof Thandabantu Nhlapo Supported the request put forward by the Academic Union based on his positive stance on how the Centre was managed.

P&S ED John Critien He secured the funds for the project.

P&S's Gloria Robinson Last year she came on board with her amazing expertise as the architect for this project.



Educare team

"Our babies and toddlers will happily be moving into the new building at the start of 2014 and we hope to find further funds to convert the adjoining classes into a mini-hall."



Gloria Robinson

"By the beginning of next year we'll have a whole new extension. Thanks to everyone involved."



WELCOME BACK FERDI!

Not only did Ferdi give up smoking and lose weight but he also has a brand new knee.

Ferdi Nell had a total right knee replacement earlier this year.

It was a revision replacement, which means much more extensive dissection was done and that the recovery period was long.

The knee was initially replaced in 2006, but something went wrong, says Ferdi, causing him much pain over the past seven years.

"Yes, this operation caused even more pain and discomfort, but hopefully it was all worthwhile. I'm well enough now to do some exercises to get fit again and to shed some kilos. I finally quit the smoking habit six months ago, but it comes at a price; a weighty one. I can't wait to get back into the swing of things on campus."

We are happy to report that Ferdi is back at work and doing well.

**Ferdi Nell is the Other Campuses Maintenance Manager:
Maintenance Department.**

SMOOTH OPERATOR

She's the voice on the other end of the telephone when you log a maintenance job request. **LIFE** caught up with Kathy Coetzee to find out a bit more about her job and her life.



Kathy Coetzee is known as the well-spoken, well-groomed "Voice of Maintenance". Over the 10 years she has been there, Kathy has logged almost 80 000 maintenance job requests. She knows all about angry clients, happy clients and stressed clients.

So how does she deal with a job that at times can see her and a colleague each take up to 80 calls a day. "It's easy when you love what you do. I have learnt that the most important thing in my job is the art of listening. You really have to listen, not only to what is being said, but also to what is going on between the lines.

"Being professional is also of utmost

importance. Our clients are phoning for a professional service and that is what we must give them. Just as the university strives to be excellent, so too do we strive for excellence," says Kathy in that soothing, enticing voice.

Once a call is made to Kathy, she logs it in the SAP system so there will be a long-time record of it, she gives the client a reference number and then she reports the call to the manager of the area affected. "You really need to know the campus well. If there are new buildings going up, changes to names or alterations, you need to know all about it so when a client calls you understand what they are talking about." Kathy, who has been in P&S

for 25 years (she was in Traffic prior to Maintenance), says that being computer literate is a must. As is having patience.

She's married to Chris, has a son and a daughter, and a grandson Jayden, 4, who is the "apple of her eye". When she's not taking calls, Kathy can be found knitting, sewing, reading and being a housewife.

LITTLE KNOW FACT: Before her son was born, Kathy used to be a singer in a band. She was urged to take her singing career further but when she fell pregnant she decided that a life on the road as a singer was not the life for a mother. We look forward to you singing for us one day, Kathy.

HAPPY BIRTHDAY BASIL



Basil Sikenaris, who has just celebrated his 50th birthday, started work at the Maintenance Department in January 1983 as a departmental assistant in the electrical section. His first task was to dig a hole and plant a street-light pole – and this pole is still standing where he planted it 30 years ago, testament to a job well done. Basil displayed the ability to work unsupervised and his diligence has proved to be a big asset to the department. This was rewarded with a promotion to the Residences' maintenance department when it was started in the early 90s. Fixing stoves, electrical appliances, lighting and power faults has become a routine activity for him and he can be relied upon to quickly assess what is needed and to get the job done with the minimum of fuss. He now does a variety of electrical repairs in residences across campus and is highly regarded by all who have needed his expertise. – *Brian Skinner*

THE CONFERENCE SCENE

Well done to Properties and Services who hold key positions in some of the industry's most respected organisations – one dealing with Facilities Management and another with Campus Protection for Higher Education in Southern Africa.

Both of the organisations, HEFMA and Camprosa, have our P&S men at the fore. André Theys is Head of Information Services for HEFMA and Roland September has just been re-elected as President of Camprosa. This is an accolade UCT can be very proud of. Not only do the two hold key positions but both were responsible for the annual conferences their organisations held this year.

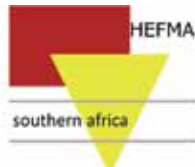


André, along with an all-UCT team, put together what Hefma has said is one of their best conferences to date, based at UCT's GSB. Those from P&S on the HEFMA 2013 organising committee include André, Penny Baartman, John Peters, Peter Byne, Ferdi Nell, Fahmza Jaffer and Vivian Warby.



Roland September, as president of Camprosa, and his team put together one of Camprosa's best conferences to date, based in Port Elizabeth this year. Those from P&S on the CAMPROSA 2013 organising committee include Roland, Shanaaz Wilson and Michael Langley (who was also elected as Western Cape cluster head of Camprosa. Well done!) In both cases local and international speakers of high quality addressed the delegates.

Word from the organising committees: Putting together a conference is extremely hard work and over and above the work you do in your every day job. Added to that, you never have time to relax during the conference as you are constantly checking that everything is going according to plan. But in the end when all the thank you's come in and you know people have had a good conference and that the speakers taught them something, it is worth it.



CONFERENCES: share information, network, discuss best practices, learn from other universities, and highlight success and failures.

BYE BYE THE FIRS

The stylish, grand gentleman of The Firs, Christopher Peters, has left the building. After over three decades in his beloved cottage attached to the Irma Stern Museum, curator Christopher has moved to trendy Green Point.



"It was time for me and the cottage to part. It really is part of Irma's House and will make a lovely new space for an annex gallery

with a contemporary feel. There are so many possibilities. Watch this space... I loved living there, and I love the Museum's house and its heavenly grounds. It's been my home for my entire working adult life apart from two years." Christopher says his new place has "a marvelous walled communal garden to look out to" and also has very high ceilings "ideal for someone with the illusion of grandeur". We are so happy Christopher has found his new home to be as wonderful as The Firs.

DOING GOOD

One thing about P&S staffers is that they have big hearts and are often out there doing a lot of good in their community. Just like Winston Sims commonly known as 'Officer' on Campus. "I heard two friends were



planning a soup kitchen and decided to get involved in the project at Browns Farm.

As the word of our successful soup kitchen spread, more people offered to donate soup ingredients or make a pot of soup. "We were also able to hand out much-needed (donated) clothing for toddlers to adult sizes. The smiles on these people's face was so rewarding and humbled me so much."

ADOPTION

THE HIGHS AND LOWS OF LOVE

Janine Osman was told a few years ago that she would never be able to have children. But, as life turned out, that was not the end of her story, only the beginning...

Earlier this year, Janine's life took a turn – for the better – when she was told that a newborn baby girl would be hers.

Janine, who suffered from polycystic ovarian syndrome (PCOS) and was unable to biologically have children, often refers to her adopted daughter, Cassidy, as the child born in her heart.

“Words can't begin to express what my husband, Finley, and I felt when we heard we would be able to foster this cutest little baby. It was love at first sight, and I knew my life would never be the same again.”

On the day they took Cassidy home, Janine and Finley started the adoption process. “My husband himself was raised for 12 years by his mom's cousin, so he fully understands how you can love someone who is not your biological mother as though she was. It wasn't even an issue. The process was started.

“But it wasn't always easy. Two things that go through your mind when you start the process are: Would you be considered fit to be a parent (couples and their close friends and relatives go through rigorous screening processes)? and secondly: Will you get the chance of being a parent in this lifetime?



HIGHLIGHT 1: *“Trying to get Cassidy to say Mama. Dada was her first word. Then one day, out of the blue she said Mommy – and everything fell into place.”*

HIGHLIGHT 2: *“When she wakes up after a sleep, opens her eyes and smiles when she sees me.”*

WHAT DOES JANINE DO AT P&S? Venue Allocation Officer: Managing the room booking service for scheduled and unscheduled university teaching activities. The hardest part of her job: Trying to fit a square into a circle, “but we make it work”.

DID YOU KNOW?

Our Venues department completed over 11000 venue bookings for teaching activities and over 8000 adhoc bookings in 2012. Thank you Venues Bookings!

“We were interviewed as a couple, then separately; they really are concerned that the child is given the most stable and safe environment. We were assessed financially and psychologically and our social lives - and who we interacted with daily - was looked into.”

On the reality of being a mom, Janine, giggles: “It is easy to romanticise being a mom; the truth though is you get very little sleep.”

If you want to adopt: Janine suggests you contact Child Welfare who have a very good programme and orientation week.

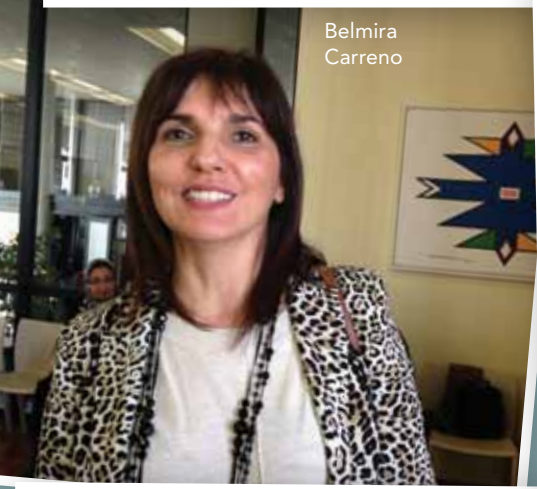
P&S OUT AND ABOUT



Suzanne Key, Lilith Sullivan and Maura Sanderoff



Sello Mohlaphuli, Anthea Hendricks and Warren Pekeur



Belmira Carreno



Nigel Haupt



Charmaine Adriaanse and Derick Muller



Mervyn Kanye, John Rhoda and Peter Flandorp



Claudine Cacambile, PJ Fisher and Evelyn Adams



Aaron Ngxangu, Gerchen Herold and Stephen Fredericks



Chris Briers



Mitch Le Roux



Caspar de Wet, Jan Lottering and Clifford October



Noelene Le Cordier and Duke Metcalf



Natalie Allies, Yusuf Davids and Lucinda Cullem



Rosina Court and Nicolette Oerson



Abdulla Smith (standing)
Patrick Witbooi, Pam De Villiers and Basil Sikenaris



Simone Williams, Rhoda Joseph and Aldeen Lewis



Liesle van Wyk and Sello Mohlaphuli



Bruce Jansen



Claudine Cacambile, Natalie Allies and Evelyn Adams

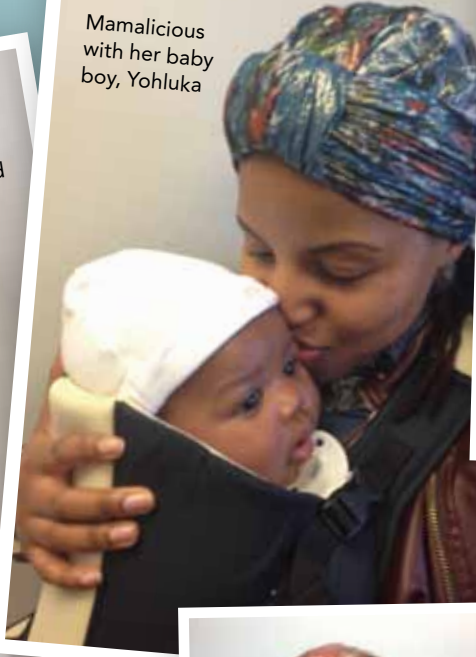
P&S OUT AND ABOUT

THEN
Sandiswa
Ndlebe,
pretty and
preggie

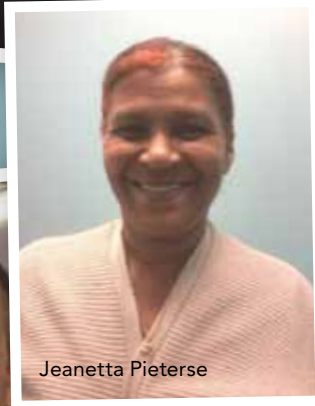


NOW!

Mamalicious
with her baby
boy, Yohluka



Afrika Fritz, John Pagel
and Henry van Rensburg



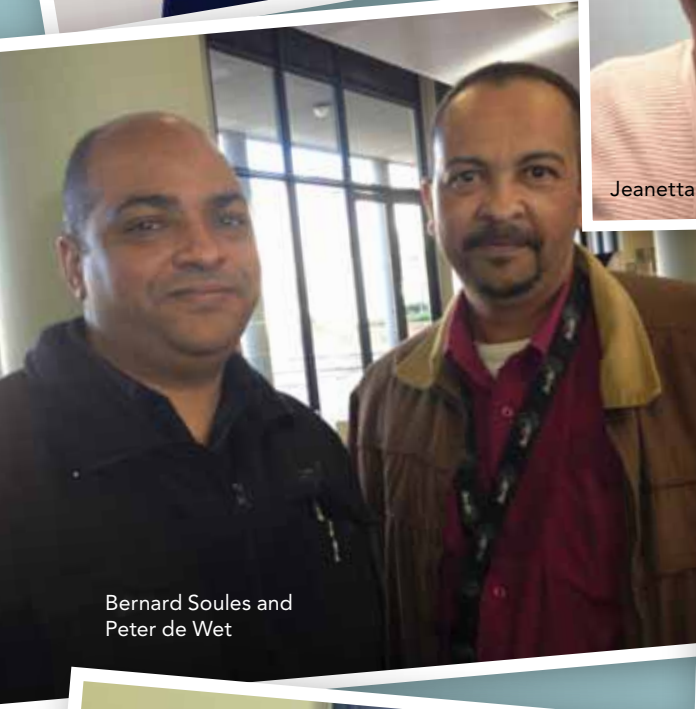
Jeanetta Pieterse



Anton Johnson



Brett Roden



Bernard Soules and
Peter de Wet



Angie Ngalonkulu ,
Rushda Behardien,
Zulpha Salie and
Nwabiswa Mgojo



Brian Skinner and
Ferdinand Andreucci



Shanaaz Wilson and
Roland September



Gregory Ford