

This meeting was recorded [here](#).

## Attendance

(please add your name if I missed it);

**Online:** Aaron Tushabe, Anita Nshakira, Baguma Davis, Blessing Nshaho, Carol Kemigisha, Desire Nambalirwa-Mugisha, Gerald Iradukunda, Hans Paulsen, Irene Omaswa, Isaac Qassim, Jill Nuwagira, Juliet Sentumbwe, May Kantu, Moses Kalemba, Sam Loum, Teaching

For Success (Rosa), Yusuf, Mike Shimoli, and Martha Kirabo Tushabe, Mary, Jean Mwebesa, Mary Bitekerezo, Mr. & Mrs. Mugero.

**Physical attendees:** Maliam A A, Mildred Asimwe, Nemanja Kostic, James Mugisha, Gabriel Olila, Claude, Fiona Kabanyana, Juliet Sentumbwe, Asha Ali, Robinah Kyoshabire.

**Absent with apologies:** Lilliane Kaheneno.

## Summary

The residents' meeting for Pearl Marina Estates addressed several critical operational issues, including water shortages, electricity outages, and security concerns. The following notes summarize the key details from the discussion:

### Water Supply Challenges and Solutions

- **Current Status:** Residents have faced severe water shortages and rationing (Tuesdays and Fridays) over the last few weeks.
- **Proposed Options:**
  - **Off-grid system:** A completely independent system estimated at 600 million UGX.
  - **Grid-connected reservoir:** A large 50,000-liter above-ground tank estimated at 20-60 million UGX.
  - **Pearl Marina Underground Tank:** Utilizing an existing 300,000-liter tank that was previously dedicated to Mirabella but has been freed for estate-wide use.
  - **Lake Water Extraction:** Extracting and treating water from the nearby lake, requiring NEMA approval.
- **Action Plan:** PMEL approved the procurement of a new pump and accessories to activate the 300,000-liter underground tank by the following week to provide at least a day's relief during shortages.

### Electricity and Lighting

- **Outages:** The estate benefits from a dedicated concrete pole line, but recent issues with switchgear caused outages.
- **Solar Migration:** Efforts are underway to migrate communal lighting to solar, particularly in Mirabella and La Pala.
- **Bella Vista Lighting:** Residents reported extremely dark corridors and walkways. PMEL committed to replacing bulbs and installing temporary LEDs by the end of April 2026.

- **Individual Solar:** PMEL currently does not allow individual solar panels on apartment roofs due to concerns about weight capacity and limited conduit space.

## Security and Estate Management

- **Guard Performance:** Concerns were raised regarding sleeping guards and the morale of the security company, Saka, due to past payment delays.
- **Security Layers:** The estate uses a multi-layered system involving Saka, UPDF, and private guards, with new clocking systems being implemented to ensure alertness.
- **Access Control:** A debate occurred regarding the "open community" concept versus the need for "invitation-only" access to specific clusters like Mirabella to prevent unauthorized intruders and property damage.
- **Common Areas:** Issues like noise pollution from Airbnb guests and unauthorized parking on roundabouts during events were noted.

## Infrastructure Timelines

- **Kingswood Water:** Infrastructure design is ready, and a contractor has been selected; work is expected to progress significantly within three months.
- **Guard House:** A dedicated guard house for Mirabella is planned to be completed within the year.

## Actions items

The residents' meeting at Pearl Marina Estates resulted in several specific action items aimed at resolving ongoing utility, infrastructure, and security issues.

### Water and Utilities

- **Activate Tank:** Procure a pump and accessories to functionalize the 300,000-liter underground tank by late April 2026. - PMEL [g.iradukunda@pearlmarina.co.ug](mailto:g.iradukunda@pearlmarina.co.ug)
- **Kingswood Extension:** Complete the water infrastructure for Kingswood within approximately three months. - PMEL [g.iradukunda@pearlmarina.co.ug](mailto:g.iradukunda@pearlmarina.co.ug)
- **Feasibility Studies:** Research long-term alternative water sources, including lake water extraction. - Aaron via Water Sub-Committee

### Electricity and Maintenance

- **Immediate Lighting:** Install temporary LED lights and replace bulbs in dark Bella Vista corridors by the end of April 2026. - PMEL [g.iradukunda@pearlmarina.co.ug](mailto:g.iradukunda@pearlmarina.co.ug)
- **Solar Transition:** Continue migrating street and communal lighting across all estate clusters to solar power. - PMEL [i.kassim@pearlmarina.co.ug](mailto:i.kassim@pearlmarina.co.ug)
- **Reporting Tool:** Develop a formal ticketing or reporting system for maintenance issues. - Aaron

### Security

- **Guard Monitoring:** Deploy a clocking system to ensure guards remain awake and active at their posts. - PMEL [g.iradukunda@pearlmarina.co.ug](mailto:g.iradukunda@pearlmarina.co.ug)
- **Mirabella Guard House:** Complete a dedicated security guard house and washroom facilities for Mirabella within the year. - PMEL [g.iradukunda@pearlmarina.co.ug](mailto:g.iradukunda@pearlmarina.co.ug)
- **Strengthen guard payment accountability** and consider alternative payment arrangements (e.g., direct payment to guards by homeowners with remittance to security firms) to protect guard payroll from diversion - Community Manager (Aaron)
- **Communicate consolidated timelines** for all major items and publish monthly progress updates/newsletter to homeowners (suggested by residents) - Community Manager (Aaron)
- Enforce event rules, parking controls, and brief Airbnb guests on estate bylaws — escalate repeat offenders to management for sanctions - All residents

## Detailed Minutes

### Power & Solar

- Overview of current power setup and outages: Pearl Marina's generator is maintained and fuels ongoing; Pearl Marina's dedicated concrete pole line proved more resilient than the 11kV line on Garuda Road which suffered conductor failures [00:00][00:56].
- Solar strategy and challenges: Pearl Marina exploring solar options; previous contractor delivered underperforming solar systems (Nairobi mall rooftop parking project produced 1.2 MW but had reliability and O&M issues) so implementation paused for review and improved technology selection [00:39][04:39][05:18][17:46].
- Solutions for residences: Recommendation that standalone homes (villas, bungalows, townhouses) consider full solar; apartments will require hybrid or shared solutions due to roof and battery limitations; inverters can help for short outages but batteries have duration limits and demand analysis is needed to size systems appropriately [01:21][02:04][02:27][03:04][03:35].
- Subsidy opportunity: Ministry of Energy program subsidizes 50% of solar installations if the provider is registered; residents are advised to check provider participation to reduce costs [03:35][04:03][06:07].
- Community offers and resources: Aaron (attendee) offered experience with solar microgrids for high-density residentials and will share information via WhatsApp and PMEL; other attendees suggested vendors (e.g., Sresky, Dahsolar/Balcony PV system) and shared links [21:07][16:11][17:07][18:41].

### Water (Kingswood reticulation)

- Status & design: Pearl Marina (Pearl Marina) completed design for water reticulation to Kingswood Park; decision made to connect from the main line (traffic circle/main entrance) rather than Riviera spur to increase capacity; contractor selected and

implementation expected within 3–6 months (multiple references to 3 months and conservative estimates) [00:07][19:20][20:17][20:37][21:37].

- Action items: Action 3 and Action 3 (duplicate in chat) recorded: Pearl Marina to implement Kingswood water reticulation in next 3–6 months and update homeowners on progress [00:07][21:37].

## Lighting (street lights, security lights, apartment corridors)

- Procurement delays & resident concerns: Procured external bulbs/LEDs awaiting lengthy procurement (residents reported a one-year procurement delay for corridor/security bulb replacements; corridors remain very dark, causing safety concerns) [06:36][06:41][06:46].
- Solar conversion plan: Many external street lights, parking and road lights are planned to convert to solar; initial deliveries expected and procurement nearing completion; timeline given for broader solar switch by end of 2026 for all estates; immediate/short-term fixes (temporary LEDs, replacement bulbs) to be implemented with some work starting end of April for Bella Vista blocks [07:56][08:48][09:45][10:03][11:13][12:35][11:50].
- Apartment corridor complexity: Balcony and internal corridor lighting is more complex for solar due to wiring and building constraints; temporary LED replacements planned while long-term hybrid solutions are explored [06:36][08:48][09:45][11:10][15:01].
- Actions: Action 5: Follow up with Pearl Marina on implementing comprehensive security lighting for Bella Vista starting end of April; Action 6: Transition to solar security lights for all estates by end of 2026 [11:48][12:35].
- Reporting & ticketing suggestion: Residents requested a scalable reporting system (ticketing tool) to report outages and maintenance issues instead of contacting individuals directly [21:33][22:01].

## Utilities account name changes & meters

- Change of billing name: Electric and water accounts are currently under Pearl Marina for ease; individual owners can change billing to their names by providing proof of ownership and national ID; Pearl Marina will share details and procedures after the call [23:10][23:57][24:04].
- Meter locations & operation: Meters (including postpaid meters for Signature Villas with three-phase power) are located in feeder pillars/shared kiosks rather than inside units; residents interact with meters using a Customer Interface Unit (CIU) or tokens for prepaid meters; demonstration of feeder pillar locations offered by Pearl Marina team [26:16][28:50][29:27][30:46].

## Security (guards, payments, patrols, gates, guard houses)

- Payment issues: Guards have been paid late on multiple occasions (reported historical issues with security companies diverting funds to cover taxes), causing morale and performance concerns; Pearl Marina and security firms reported to be preparing payments and have recently caught up for April, but residents urged more resilient payment models (e.g., owners paying guards directly and remitting balance to firms) [31:51][33:20][33:30][36:23][37:19][37:51].

- Sleeping guards & supervision: Reports and photos of sleeping guards (UPDF and others) raised concerns. Pearl Marina relies on layered security: private guards (multiple companies), UPDF, police patrols and ad-hoc patrols; management to continue evaluating provider performance and maintain patrols [31:51][33:53][34:36][35:38].
- Guardhouse construction: Guardhouse for Mirabella was tied to Phase 2 construction but will be executed immediately; design complete and contractors are under evaluation; expected delivery within the year (Action: follow up with Pearl Marina on construction of guard house for Mirabella and Signature Villas by end of 2026) [42:15][43:10][45:42].
- Gate access and inter-estate movement: Mirabella and some other HOAs want stricter access control — residents must have invitation/permission to enter another gated estate; Pearl Marina to implement similar checks and communications between cluster gates and main gates, and to enforce that policy over time; concerns remain about enforcing this in practice and need for HOA dialogues to reach consensus across estates [48:14][49:08][51:15][56:41][01:06:05][01:14:01].
- Small gate by Villa 7 / pool access: Recurrent problem with the small gate left open and trespassing to access the pool; security instructed to close and only open for invited visitors or maintenance; residents requested chaining/locking and dedicated patrols for that gate [41:52][44:26][45:41][48:14].
- Clocking/monitoring system: Management working with Senaka to introduce a clocking system to verify guard presence and improve accountability [44:26].
- Coordination across security layers: Recommendation to have Pearl Marina security personnel supervise coordination among different providers (Senaka, private guards, UPDF) to improve performance and accountability [01:03:01][01:04:14].

## Events, common areas, noise and rentals (Airbnb)

- Permitted uses & conflicts: Common areas used for picnics, exercise events, occasional weddings; conflicts include noise, garbage accumulation and late end times affecting residents in nearby blocks (examples cited: loud exercise event, noisy staircases in Bella Vista) [01:17:59][01:18:45][01:20:04].
- Event approvals & rules: Management no longer allows weddings for outside parties; homeowners hosting events must sign rules limiting sound, manage power/water/sewage and ensure cleanup; management posts event notices on WhatsApp groups [01:28:18][01:29:17][01:30:36].
- Airbnb-related disturbances: Short-term rentals often lead to guests unfamiliar with estate rules (noise, unsupervised children, misuse of facilities); residents urged homeowners to brief renters on bylaws and face enforcement where homeowners repeatedly fail to comply [01:23:01][01:24:11][01:25:04].

## Parking, vegetation, pest control and maintenance

- Parking during events: Instances of improper parking at roundabout and grass areas caused access issues and safety concerns; management acknowledged oversight and will enforce designated parking zones for events [01:31:12][01:32:06][01:33:31].
- Vegetation & pests: Rapid shrub growth during rainy season raising rodent and snake concerns (report of snake found in a kitchen); management to increase

mowing machinery per cluster and continue fumigation; fumigation already underway in some areas [01:34:26][01:35:42].

## Governance, handover, bylaws and reporting

- Handover to HOAs: Residents raised the long-delayed handover of estate management to HOA associations; until handover, Pearl Marina enforces bylaws and management actions; residents noted bylaws already cover noise and access rules but need enforceability and communication [01:21:21][01:22:18][01:30:16].
- Reporting & communication: Repeated requests for a structured reporting/ticketing system for maintenance, lighting and security issues to track response times and reduce reliance on contacting individuals directly; suggestion for monthly PMEL newsletter reporting progress against timelines [21:33][22:01][59:49][59:51].
- Timelines & accountability: Residents requested consolidated timelines for all actions (lighting, guardhouse, water reticulation, solar rollout) to monitor progress; management and Aaron (Community manager) to follow up and provide timelines; multiple timeline commitments noted (e.g., Bella Vista corridor lighting: start end of April; water reticulation: 3–6 months; solar transition by end of 2026; guardhouse within the year) [10:03][11:48][20:37][12:35][43:10][58:37].

## Action items referenced in meeting (as stated)

- Action 3: Pearl Marina to implement water reticulation system to Kingswood Park — design completed; funds approved; implementation to start in near future; (timeline discussed as 3–6 months) [00:07][21:37][20:17].
- Action 4: Follow up with National Water on doubling capacity at Entebbe within next 6–12 months and update homeowners [10:03].
- Action 5: Follow up with Pearl Marina on implementing comprehensive security lights in Bella Vista — implementation to start end of April [11:48].
- Action 6: Follow up with Pearl Marina on transition to solar security lights for all estates by end of 2026 [12:35].
- Security Action: Follow up on construction of guard house for Mirabella and Signature Villas — design complete; contractor evaluation ongoing; target within the year/end of 2026 [45:42][42:15].