

# Kentours



## Chairman's Message



It is with great pleasure that I welcome all the readers to the 16th edition of our annual magazine. This print is very informative as it summarizes what Kentours Sacco is at a glance.

Today, we are proud that Kentours has attained 34 years since opening its doors. We congratulate the pioneer members among them Priscilla Wanjiru, David Mwaura, Theresa Njuguna and Bernie Githigi (who is still a member). We celebrate many individual achievements attained through the Sacco because of actions of these great pioneers - we salute them wherever they are. Let us continue supporting this great Sacco for the future generations including our children who can now join.

In line with our Strategic Plan 2016 – 2020, and to improve on service delivery to the members supported by use of modern technology, the Board invested in two major projects during the year:

- Telephone System – We purchased a PABX system which has a capacity of 36 lines. It is now possible for several members to call the office at the same time and their calls being handled simultaneously.
- Management Information System – The Board is in the process of procuring an integrated financial and enterprise resource planning software system. We have engaged the services of Co-op Consultancy, a subsidiary of Co-operative Bank, to assist the Sacco acquire the right software system and ensure due diligence is done. Tendering, evaluation, site visits and awarding have been done now awaiting contracting. The Software, once implemented will improve efficiency and service delivery to the members. It will be possible for the members to interact with the system through mobile phones and online portal.

Despite the Sacco adjusting its interest rates on loans after the introduction of maximum Bank lending rates by

the Government, the loan uptake during the year 2017 reduced as compared to the previous year. This will have a negative impact on the income hence the return to the members. I continue to urge members to take advantage of the low interest rates and patronize the Sacco products.

Loan defaulting continues to be a thorny issue within the co-operative movement at large and Kentours Sacco is not an exception. The Board continues to encourage members to make use of the Co-operative Tribunal who will summon the defaulters especially those working and are not servicing their loans. We shall continue to use the Debt Collector to assist on the defaulted loans and list the defaulters with Credit Reference Bureau (CRB).

Year 2017 was an electioneering period in our beloved Country as stipulated in our constitution. The campaign period was pro-longed due to the repeat of presidential elections. We all know the uncertainties associated with elections in our country. In general, the economy witnessed slow growth. Our Sacco was equally affected as there was reduction in loans uptake. We are optimistic that 2018 will be a better year not only within the hospitality industry, but also other sectors of our economy.

To Kentours membership, thank you for your continued support to the Sacco. Kentours belongs to you and feel free to engage the Board, Staff, Supervisory Committee and the Unit Representatives in all matters relating to the Sacco. Through the Sacco, you will be empowered and your dreams will come true.

To my fellow Board Members, Staff and Supervisory Committee, thank you very much for supporting me as the Chairman. I wish to thank sponsors of the 16th edition of our magazine for their financial support and the Editorial Team for ensuring that it is out in good time.

I wish you blessed Easter Holidays and a prosperous year 2018 full of God's favour.

May God bless you all.

Joseph M. Kagema

"We Empower You"

## Challenges facing SACCOs in Kenya

Available statistics indicate that, Kenya has the highest proportion, in percentage points, of GDP attributable to cooperatives globally, standing at 45 per cent, followed by New Zealand with 22 per cent. Additionally, according to local Kenyan news outlet (the Star, 2017), Savings and Co-operative Societies currently control more than 30 percent of Kenyan national savings and two-thirds of Kenyans benefit directly or indirectly from the country's cooperative movement. Additionally, the Kenya's cooperative movement is rated seventh in the world and number one in Africa.

The SACCO sub sector in Kenya can be described as two-tiered, given the range of financial services to members; that is, the traditional Savings and Credit Cooperative Societies (SACCOs), described in law as Non-Deposit taking SACCOs providing a limited range of savings and credit products, and the Deposit Taking SACCOs (DTS), which besides the basic savings and credit products, also provide basic 'quasi-banking' services.

Like any other financial institutions, SACCOs face a myriad of challenges. These challenges can be classified into internal and external.

### Internal Challenges

- Deficiency in contemporary skills
- Leadership and governance problems
- Inadequacy of resources
- Insufficient technological development
- Quality service demand
- HIV/AIDS pandemic
- Ethics and integrity

### External Challenges

#### Competition

- Economic liberalization and regulation of business
- Price decontrol
- Competition for scarce resources
- Competition from commercial banks

#### Political Government

- Changes in Co-operative Legislation
- Changes in investment policies
- New lobbying systems/approaches

#### Technological

- Need to keep pace with Information Technology

Continued on Page 2

### Kentours Mission

"To empower members economically by offering competitive products and services through use of modern technology"



# CEO'S Message

## Greetings Members,

I am delighted to have another opportunity to update you on year 2017 Sacco activities.

Overall, we experienced a slowed growth in 2016 contributed mainly by slow business in the Tourism Industry at the beginning of the year. Unfortunately, the trend continued well into 2017. This was made worse by an extended electioneering period and as would be expected; the Sacco's core business was adversely affected. Loan borrowing went exceedingly low as members felt uncertain about their jobs and others were affected by reduced income owing to low service charge. With the limited investment options open to us, we were left with huge funds to put in relatively low return ventures. This has negatively impacted on the Sacco's performance as shown in the financial section of this magazine.

In spite of this, the Sacco has recorded growth in membership, total assets and member deposits by more than 6% each. We maintained the attractive lending terms as revised at the end of 2016 to ensure loans remained affordable compared to our competitors.

However, loan default was still an issue and we have continued to enlist the services of a Debt Collector and listing defaulters with the Credit Reference Bureau (CRB). We sought the services of the Co-operative Tribunal official to educate the membership on the court procedures and this has had positive results. We continue to encourage members who are affected by defaulted loans to use available avenues for help and redress. We also improved on loan collateral by introducing the Life Assurance Policy as an acceptable loan security. This is besides automobile logbooks and Kentours Housing land title deeds introduced earlier on.



It is worth noting that while the 2017 returns may not match the previous year, not many organizations will be able to give better returns than Kentours and we should be proud of ourselves. At this juncture, I would wish to encourage members to take advantage of the high dividend rate by increasing their Share Capital which in effect increases their wealth as well.

It is also exciting to note that members can now have their children who are 18 years and above join the Sacco. This is important because we will be inculcating a savings culture in our youth for their own good.

Following the approval of a Financial Software System budget in 2017, the Board approved and signed a contract for the procurement of a system for the Sacco. The system will improve efficiency in operations and enable increased automation to benefit members. For example the system will provide a web-portal and members will access more information and therefore phone calls will be reduced. It will also allow online application and guarantee for some types of loans and

products within the system as well as mobile money services.

We have also improved on our telephone system by installing a more advanced system and soon we will have additional personnel to enhance the customer service area. I wish to appreciate the Board and Management's commitment to serving all our members diligently.

Finally, I would like to thank all members for their faith and trust in us as we work towards making Kentours greater!

God bless you.

Susan Chege



CEO leading a Team Building Activity

## Challenges facing SACCOs in Kenya

*Continued from Page 1*

### Social

- Changing employee values and expectations
- Greater cultural diversity among employees

### Global

- Increasing and complex market demands
- Sophistication in ways of doing business

### Economy

- Non-performance of the economy

### Common Bond

- Non-remittance of dues to the SACCOs
- Restructuring and re-organization of firms in line with global trends

For Saccos to survive, they must come up with innovative measures to mitigate against these challenges. To elaborate this, please allow us to use the analogy of BlackBerry.

In the 'Losing the Signal: The Untold Story Behind the Extraordinary Rise and Spectacular Fall of BlackBerry', by Jacque McNish and Sean Silcoff, it is evident that, in 2009, BlackBerry controlled half of the smartphone global market. It enjoyed only a brief moment on top of the world, momentarily being ranked the world's fastest-growing company. Today its market share is estimated at about one percent. What could have gone so wrong? We guess BlackBerry reached its comfort zone with all the fame, in addition to the challenge of internal feuds. No sooner than later did Apple and Google enter into mobile phones

with better deals and their continuous innovation has over resulted to irresistible market offers. This is a story of a company that toppled global giants before succumbing to the ruthless competitive forces. SACCOs, rise to the occasion before competitive forces swallow you!

Whose role is it to innovate in a SACCO set up? The Board and the Management lead innovation, while members give it a chance.

## Survival Strategies

### Internal

- Education and training
- Cultivate strong leadership
- Proper management of the scarce resources
- Investing in appropriate Information Technology
- Encompass Total Quality Management concept
- HIV/AIDS awareness
- Avoid vices e.g. corruption and learn to be accountable

### External

- Become more competitive through better focus, products and service provision
- Legislation that favours SACCO Movement
- Understand customer needs and wants
- Become creative
- Inject business culture
- Specialize
- Diversify
- Network
- Foster interaction with "common bond"

Cooperatives in Kenya are important tools for providing financial services to the Society and must be harnessed to help alleviate poverty.

Cooperatives must build the necessary capacity to meet the challenges that constrains their development.

Unfavourable government policies, weak governance and management systems must be addressed.

They must equally work in partnership with the government and other development partners for better policy and legislature environment.

All said and done, there is no organization that compares to a SACCO in terms of giving its customers financial security. In the words of one John Hume, 'before the arrival of Credit Unions (SACCOs), people who were from the poor background or a working-class background couldn't borrow from banks.

Let's stick with SACCOs.

By Pauline Kamba in conjunction with the Editorial Team  
Pauline Kamba is the Managing Consultant- Top Edge Consultants Ltd.  
You can reach her on [topedgeconsultants@gmail.com](mailto:topedgeconsultants@gmail.com)

## Editorial Team



Juliana Wambua-Kalu



Fredrick Owuor Odipo



Betty Omolo-Ouko



Geoffrey Moenga Nyang'au

### Editorial Board

Juliana Wambua-Kalu  
Betty Omolo-Ouko  
Fredrick Owuor Odipo  
Geoffrey Moenga Nyang'au



# Current Board Members



(L - R ) Benjamin Ngunga, Lilian Weru, Fredrick Odipo, John Ng'ang'a, Susan Chege (C.E.O), Joseph Kagema (Chairman), Juliana Wambua-Kalu, Edwin Omondi and Betty Omolo-Ouko

## Kentours Loan Products and Services

Loan Type	Maximum Amount in Kshs.	Maximum Repayment Period in Months	Interest Rate Per Month	Loans to Deposits Factor
Normal Loan	12,000,000	48	1%	3
Normal Loan	12,000,000	72	1.1%	3
Super School Fees Loan	750,000	24	1%	3.5
Home Appliance Loan	1,000,000	36	1%	3
Emergency Loan	1,000,000	24	1%	3.5
School Fees Loan	350,000	24	1%	3.5
Housing Loan	1,000,000	48	1%	3
Premium Loan	12,000,000	60	1.165%	4
Instant Loan	500,000	24	1.125%	3.5
Bank Loan Bailout	12,000,000	48	1%	3
Bank Loan Bailout	12,000,000	72	1.1%	N/A
Salary Advance	50,000	1	3%	N/A

Note: For more details about the products kindly, refer to the Sacco profile

## Other Services

### Demand Savings:

This is a savings product which allows members to save towards specific projects such as festivities, anniversaries, wedding celebrations, holidays, birthdays etc. The account attracts an interest of 6% p.a. after actively running for at least six consecutive months. Interest would be paid on a minimum balance of **Kshs. 10,000/-**. A transaction fee of Kshs 100.00 will be charged for every withdrawal and Kshs 100.00 for any additional cheque paid on the same request.

### Share Capital:

These are unwithdrawable savings whereby every member ought to purchase a minimum of 250 society shares at the value of Kshs 20/- each but not more than 20% of total paid up share capital of the Sacco (subject to review by management). Upon cessation of membership, a member may willingly transfer their shares to another member of the Society through a written notice to the office.

### Benefits:

Share capital provides a strong capital base for the society and attracts an interest which is 2% over and above the declared annual dividend rate on member deposits.

### Dividend Advance:

At the end of the financial year when accounts have been reviewed, members will be allowed to take their dividends in advance. A Maximum 50% of the expected dividend at an interest rate of 5%.

### M-Pesa Pay Bill Service:

The Sacco accepts payments by M-Pesa. M-Pesa transaction procedure is as follows: -

1. Select Pay Bill service in your M-Pesa account and key in:-
  - Business No. **194740**
  - Account No. - Your Sacco Membership No. (Kindly note your Membership Number is not the same as your Employer Payroll Number.)
  - In case you do not remember your Membership Number, refer to your membership card or your Member Personal Account Statement. You can also call the office for the information.

You shall receive a confirmation reference from M-PESA showing the amount that has been sent to Kentours Sacco Ltd. Official receipt for the payment will be picked from the office. However, you must call the office or write an email quoting M-pesa transaction reference to give instruction on how you would want the money allocated. Failure to do this, it will be upon the office's discretion to allocate the payment.

### Insurance:

This is an insurance policy scheme through which members contribute premiums that offer security to members' savings against any financial loss which may be occasioned by the unforeseen event of death or permanent disability.

### Benefits:

- The policy guarantees to pay 100% of the shares held by the member to the nominated next of kin.
- The policy further offers a funeral expense benefit of Kshs 100,000/- per member.

Note: Kindly inform Kentours Sacco office the demise of a member immediately.

# Supervisory Committee Message

The Supervisory Committee is established under Rule 28 of the Cooperative Rules (Legal Notice No.123 of 2004) which states that every Society shall have a Supervisory Committee consisting of three members each elected at a General Meeting to serve for three years with one member retiring annually.

The role of the Committee is complimentary to, but independent of that of the Management Committee. Among other things it ensures that there is an effective system of internal control, adherence to the legal provisions, Sacco by-laws and policies in the

management of the affairs of the Sacco. The Committee reports on all these to the supervising Government Ministry every three months and to the AGM every year.

## Observations

Due to the drawn out electioneering activities during the middle part of the year, there was great uncertainty in the economy as a whole and this impacted the Sacco negatively as loan uptake was greatly hindered.

## Alternative Loan Security

The Supervisory Committee noted that even though a new policy was put in place last year allowing alternative collateral as security for loans other than the traditional deposits, members are not utilizing these as much as may have been expected, therefore there is a challenge of loan guaranteeing.

## Member Feedback

It has been noted over time that members are reluctant to give feedback regarding the services they receive from the Sacco, by filling in a questionnaire whenever they visit the office. A book was then introduced to record the visitors' information including their email addresses, whence an email is sent to them for feedback but in the whole of 2017, only 20 members responded from all the numerous emails sent out.

The Supervisory Committee would like to once again ask members to take keen interest in the affairs of the Sacco and give feedback at all opportunities in order to help the Sacco improve its service delivery.

## Developments

The switchboard has been upgraded and this has greatly improved telephone reception where members' calls do not ring for long, seemingly unanswered due to engagement of the single line. Many lines are now available and many members' calls may be attended to at once.

Kentours being dynamic and responsive to changing members' needs, has incorporated the principal members children who have attained the age of 18 years into membership.

Members are encouraged to register their children and take advantage of the latest resolution of the last AGM. This will assist in expansion of membership, inculcate the saving habit in the children and also mitigate the problem of loan guarantors.

By Supervisory Committee

**"Success is not final, failure is not fatal: it is the courage to continue that counts."**

- Winston S. Churchill

## Kentours Mission

"To empower members economically by offering competitive products and services through use of modern technology





# Spurrific BIRTHDAY PARTIES without the fuss!

## Birthday Combo Meal

Includes selected  
Kids' Meal  
PLUS Kids' Soda  
and Soft Serve

Terms and Conditions apply.

The visuals are for descriptive purposes and meals served could vary.

[www.spurinternational.com](http://www.spurinternational.com) Customer Care: +27 21 525 6670



Spur @ Southern Sun Mayfair  
Nairobi



Ushirika Day Celebration 2017



CSR Activity at Tunyai Children Centre

## Three Main Benefits of Joining a Sacco

The word SACCO is mainly used to refer to Savings and Credit Co-operative Society. It is formed and run by members with a common objective of providing financial empowerment to its members. The underlying principle of a SACCO is to save and to provide cheap credit facility.

Here are some of the advantages of becoming a member of a SACCO: -

1. **Saving:** A member is required to contribute a certain amount of money on monthly basis that is not withdrawable. With the current economic environment, it is hard to save but if you are in a Sacco, a member continuously saves until that day the savings are withdrawn at the time of exit. When you put your savings elsewhere, you can access these savings anytime, hence that is not saving. This savings can also be utilized at old age as a retirement package.
2. **Loans:** It is much easier to secure a loan from a Sacco as opposed to other financial institutions. Interest charged on Sacco loans are also cheaper as compared to these institutions. These loans have greatly contributed to financial empowerment to Sacco members in many ways.
3. **Dividends and Interest:** Being a member, you are a co-owner of the Sacco and therefore entitled to an annual return depending on the performance of the Sacco. Where else would you borrow from, whether money or service, and at the end of every year the institution pays you back a portion of its profits?

*Please join Kentours Sacco.*

*Joseph Kagega - Happy Member*



# Kentours Sacco Staff



(L - R) Geoffrey Moenga, Brian Kiplagat, Tabitha M. Wanyoike, Maurice Kiruja, Susan Chege (CEO), Moses Ndegwa, John Kariuki, Doreen A. Wanyama, George Waweru and Wilson Ong'ele

## Kentours Sacco Family Tree



## Results at a Glance

for the year ended 31st December 2017

	2017	2016	% Change
Membership	3,103	2,927	6.01%
Share Capital	44,881,077	41,415,540	8.37%
Members Deposits	929,208,700	872,552,892	6.49%
Statutory Reserve	36,726,602	34,213,202	7.35%
General Reserve	8,901,789	8,399,109	5.98%
Retained Earnings	21,461,825	19,657,067	9.18%
Current Liabilities	123,133,311	115,325,868	6.77%
Investments	236,436,906	182,722,594	29.40%
Other Current Assets	57,753,391	50,369,551	14.66%
Loan and Advances to Members	825,838,199	814,436,067	1.40%
Non Current Assets	44,284,808	44,035,465	0.57%
Net Assets (Equity)	111,971,293	103,684,918	7.99%
Interest on Members' Deposits	81,770,366	82,019,972	-0.30%
Dividends on Share Capital	4,847,156	4,721,372	2.66%
Net Surplus before Tax	14,863,100	15,513,558	-4.19%
Total Revenue	129,741,358	124,179,357	4.48%
<b>Operating Efficiency Ratios (As a Percentage of Turnover)</b>			
Administration Expenses	20.36%	19.26%	
Financial and Other Expenses	68.18%	70.11%	
Percentage of Expenses to Revenue	88.54%	89.37%	
<b>Yield Ratios</b>			
Interest on Members' Deposits	8.80%	9.40%	
Dividends on Share Capital	10.80%	11.40%	

## By - Law Pullouts

- 14.1 Every member shall receive regular statements at least twice a year or upon request, which shall contain particulars of membership, shares, deposits and loan transactions with the Sacco.
- 25.1 With the approval of the Board, a member may at any time transfer his shares to another member but not to any other person. Such transfer must be in writing and at nominal value.
- 13(vi) It's an obligation of members to:  
Protect the image of the Society and avoid any activities that can injure the reputation of the Society.
- 21.1 Withdrawal, expulsion or termination of membership shall not exonerate a member from any existing personal or membership liability.
- 61 a A borrower may, on any day on which the Society is open for business, repay his loan in whole or in part prior to maturity.
- 65 b Any use of the Sacco Common Seal must be recorded in a register.

## 2017 AGM Resolutions

- Maximum borrowing power proposed at Kshs. 36 Million
- Maximum lending amount proposed to be adjusted to Kshs. 12 Million

**Editorial Board**  
Juliana Wambua-Kalu  
Betty Omolo-Ouko  
Fredrick Owuor Odipo  
Geoffrey Moenga Nyang'au

## Loan Policy Extracts

- For a member to qualify for a loan, one must have completed six months continuously remitting his/her deposits, and must have a minimum of six thousand shillings as total deposits.
- Savings/deposits contribution paid in cash or cheque outside the check-off system, for purpose of securing a loan will be considered only if such money remains in the Society for at least six months.
- A member applying for a loan should undertake to pledge future earnings from the current employers and other sources of income, including terminal benefits towards the repayment before such loan is granted by the Co-operative.
- The society will only grant loans if its Books of Accounts are up-to-date in accordance with the Co-operative Societies Act and Co-operative Societies Rules.
- A member who withdrawals from the co-operative shall be treated as a new member for loaning purposes if he re-joins the co-operative.
- All applications for loans shall be made on the relevant forms prescribed by the society.
- The loan application form must be fully completed and supported by the most recent pay slip (or acceptable proof of the applicant's ability to repay the loan comfortably) and a copy of the applicant's National Identity Card.
- It shall be an offense for an applicant or society employee to give false information regarding deposits, loans and guarantors as provided for in the by-laws.

## Simple Quiz

- What is the nominal or book value of Kentours Shares?  
(a) Kshs. 40 (b) Kshs. 20 (c) Kshs. 50 (d) Kshs. 100
- What is the maximum Share Capital an individual member can hold at Kentours Sacco?  
(a) Kshs. 500 (b) Kshs. 1000 (c) Kshs. 50,000 (d) Not more than 1/5 or 20% of the total shares
- Where is Kentours Sacco located at?  
(a) Cooperative House (b) KICC (c) St. Georges House (d) Commodore Office Suites
- All Kentours Sacco members are also bona fide members of Kentours Housing Co-operative.  
True or False
- How many Loan Products and Services does Kentours Sacco have?  
(a) 3 (b) 5 (c) 8 (d) over 10
- In which month was Kentours Sacco AGM held in the year 2016?  
(a) February (b) April (c) March (d) May
- Your membership number is your account number for the Sacco when using M-pesa payment system? True or False
- What is the name given to two or more loans that are brought together to be one loan?  
(a) Bridged Loan (b) Lump sum Loan (c) Additional Loan (d) Consolidated Loan

- Answers**
1. Kshs. 20
  2. Not more than 1/5 or 20% of the total shares
  3. Commodore Office Suites
  4. False
  5. Over 10
  6. March
  7. True
  8. Consolidated Loan





**KENTOURS**  
Housing Co-Operative Society



*The best investment on Earth is earth. – Louis Glickman*

### *Plots for sale*

#### **MAANZONI PLOTS**

Only 5 plots remaining in this land located only 600m from Mombasa highway and 1 km before Machakos junction.

1/8th of an acre (50*100)	
Shareholders	Kshs. 1,750, 000
Non-shareholders	Kshs. 2,350,000

#### **KAMULU PLOTS**

8 plots are available in this land located 6kms from Kangundo Road. It is easily accessible from Jogoo Road, Mombasa Road and Thika Road along the Eastern by-pass.

An 1/8 of an acre—Kshs 550, 000 for cash buyers.

#### **NAROK PLOTS**

Located in Ilmashariani, 700m from tarmac and 1.5km to Ole Tipis Girls' Secondary School and Seasons Hotel. There are 3 (100\*100) and 17 (50\*100). Instalment payment plan also available for up to 12 months.

SIZE	SHAREHOLDERS	NON-SHAREHOLDERS
1/8 (50*100)	Kshs 360, 000	Kshs 380,000
1/4 (100*100)	Kshs 700, 000	Kshs 750,000

\*All the prices include processing and issuing of the title deed.

*Landlords grow rich in their sleep - John Stuart Mill*

Prices will be revised upwards from 1st April 2018

P.O Box 79333-00200 Nairobi, Kenya. Tel 020-2333169 Email: [housing@kentours.co.ke](mailto:housing@kentours.co.ke)  
Website: [www.kentourshousing.com](http://www.kentourshousing.com)



# Members Education



Coastal Region



Angama Lodge



Eagle Peak Spur



DusitD2 Nairobi



Elephant Pepper



Flamingo Hill Camp



Four Points by Sheraton  
Hurlingham



Tribe Hotel



Naivasha Simba  
Lodge



# ation Sessions



Kichwa Tembo



Naivasha  
Country Club



Karen Blixen



Mara Conservancy



Nairobi Unit Reps



Kenya Postel Directories



Soaring Eagle Spur



Golden Spur Restaurant



Four Points by Sheraton  
JKIA



# Health Digest

## HEALTHY HEART - Ready to start your heart-healthy diet?

Although you might know that eating certain foods can increase your heart disease risk, it's often tough to change your eating habits.

Once you know which foods to eat more of and which foods to limit, you'll be on your way toward a heart-healthy diet. Whether you have years of unhealthy eating under your belt or you simply want to fine-tune your diet, here are eight heart-healthy diet tips.

### 1. Control your portion size

How much you eat is just as important as what you eat. Overloading your plate, taking seconds and eating until you feel stuffed can lead to eating more calories than you should. Portions served in restaurants are often more than anyone needs.

Use a small plate or bowl to help control your portions. Eat larger portions of low-calorie, nutrient-rich foods, such as fruits and vegetables, and smaller portions of high-calorie, high-sodium foods, such as refined, processed or fast foods. This strategy can shape up your diet as well as your heart and waistline.

### 2. Eat more vegetables and fruits

Vegetables and fruits are good sources of vitamins and minerals. They are also low in calories, rich in dietary fiber and contain substances found in plants that may help prevent cardiovascular disease. Eating more fruits and vegetables may help you eat less high-fat foods such as meat, cheese and snack foods.

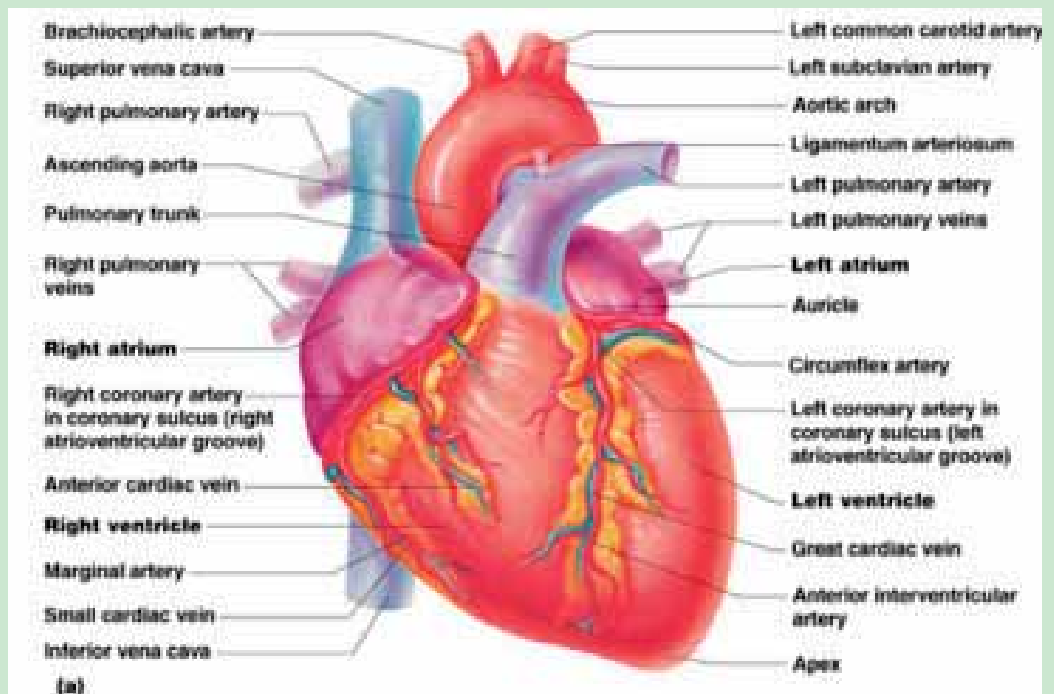
### 3. Select whole grains

Whole grains are good sources of fiber and other nutrients that play a role in regulating blood pressure and heart health. You can increase the amount of whole grains in a heart-healthy diet by making simple substitutions for refined grain products. Examples include Ugali made from whole meal maize flour as opposed to refined flour, brown as opposed to white bread, brown chapati as opposed to white and brown rice as opposed to white.

### 4. Limit unhealthy fats

Limiting how much saturated and trans fats you eat is an important step to reduce your blood cholesterol and lower your risk of coronary artery disease. A high blood cholesterol level can lead to a buildup of plaques in your arteries, called atherosclerosis, which can increase your risk of heart attack and stroke.

The best way to reduce saturated and trans fats in your diet is to limit the amount of solid fats — butter, margarine and shortening — you add to food when cooking and serving. You can also reduce the amount of saturated fat in your diet by trimming fat off your meat or choosing lean meats with less than 10 percent fat.



You can also use low-fat substitutions when possible for a heart-healthy diet. For example, top your baked potato with low-fat yogurt rather than butter or margarine, use sliced whole fruit or low-sugar fruit spread on your toast instead of margarine.

### 5. Choose low-fat protein sources

Lean meat, poultry and fish, low-fat dairy products, and eggs are some of your best sources of protein. But be careful to choose lower fat options, such as skim milk rather than whole milk and skinless chicken breasts rather than fried chicken patties.

Fish is another good alternative to high-fat meats. Certain types of fish are rich in omega-3 fatty acids, which can lower blood fats called triglycerides. You'll find the highest amounts of omega-3 fatty acids in fish and soybeans amongst others.

Legumes — beans, peas and lentils — also are good sources of protein and contain less fat and no cholesterol, making them good substitutes for meat. Substituting plant protein for animal protein — for example, a soy or bean burger for a hamburger — will reduce your fat and cholesterol intake.

### 6. Reduce the sodium in your food

Eating a lot of sodium can contribute to high blood pressure, a risk factor for cardiovascular disease. Reducing sodium is an important part of a heart-healthy diet. It is recommended that:

- Healthy adults have no more than 2,300 milligrams (mg) of sodium a day (about a teaspoon of salt). People age 51 or older who have been diagnosed with high blood pressure, diabetes or chronic kidney disease have no more than 1,500 mg of sodium a day.
- Although reducing the amount of salt you add to food at the table or while cooking is a good first step, much of the salt you eat comes from canned or processed foods, such as soups and frozen dinners. Eating fresh foods and making your own soups and stews can reduce the amount of salt you eat.

### 7. Plan ahead: Create daily menus

You know what foods to feature in your heart-healthy diet and which ones to limit. Now it's time to put your plans into action.

Create daily menus using the six strategies listed above. When selecting foods for each meal and snack, emphasize vegetables, fruits and whole grains. Choose lean protein sources and healthy fats, and limit salty foods. Watch your portion sizes and add variety to your menu choices.

For example, if you have grilled fish one evening, try a bean burger the next night. This helps to ensure that you'll get all of the nutrients your body needs. Variety also makes your meals and snacks more interesting.

### 8. Allow yourself an occasional treat

Allow yourself an indulgence every now and then. A candy bar or handful of potato chips won't derail your heart-healthy diet. But don't let it turn into an excuse for giving up on your healthy-eating plan. If overindulgence is the exception, rather than the rule, you'll balance things out over the long term. What's important is that you eat healthy foods most of the time.

Incorporate these eight tips into your life, and you'll find that heart-healthy eating is both doable and enjoyable. With planning and a few simple substitutions, you can eat with your heart in mind.

By Editorial Board

THE  
GREATEST  
WEALTH  
IS HEALTH

#### Kentours Mission

"To empower members economically by offering competitive products and services through use of modern technology"





# Pictorial



Mbweha Camp



Chicken Exotica



Governors Camp



Panari Resort Nyahururu



Outside Nairobi Units Training



Little Governors Camp



Seiya Ltd



The Lazizi Premiere Hotel



# Education Committee Message

Dear Reader,

Yes, it is that time of the year again!!

Karibu to the 16th Edition of Kentours Sacco Education Magazine.

The mandate of the Education Committee is to ensure that we have informed members. We have endeavored to achieve this mandate in all ways possible by communicating with membership through the Annual Magazine, regular circulars, e-mails, telephone calls, bulk SMS, manual questionnaires at the office, online feedback forum, the Website, Unit Representatives and more closely Member Education sessions.

We appreciate feedback from the entire membership in the way we conduct our education and we assure you that your feedback has kept the team on their toes as we endeavor to be as efficient as possible. It is through this feedback that we are able to device new ways of doing things and change with the times.

Again, welcome on board, fasten your seat belts and relax as we pilot you through the journey of our Sacco from early March 2017 to early March 2018.

Being an election year, 2017 was very unpredictable especially for the Hospitality Industry where we draw our membership from. As many members may remember, the Board took advantage of every education session and any other opportunity to preach PEACE. Our last edition of the Magazine was also full of messages of peace. We are happy to report that our industry survived the jitters of the year and overall, we realized higher tourists' arrivals in 2017 compared to the previous three years. This was also reflected on our membership growth as we were able recruit 550 new members surpassing our Strategic Plan goal of 400 members per year!

We however appreciate and accept that we are

operating in a competitive financial environment and therefore must be ready to move with changes, and especially technological changes. Apart from the banks that have encroached into Sacco business, we now have the online lending platforms like M-shwari and M-pesa. To counter this menace, Kentours is on a very advanced stage of owning an online money lending platform – M-jisort. Through this platform, members without the need of guarantors will be able to borrow and repay short-term loans through their mobile phones at a competitive interest rate.

To move with technology, we have also devised an on-line feedback questionnaire. This mainly targets those members who visit the office with various needs. Kentours IT administrator follows up with an online questionnaire all members who have logged into the Visitors Book and left an e-mail address. The feedback is then forwarded to the management and the Board for action. For this to work efficiently, we request members visiting the office to provide their e-mail address. The online questionnaire has not replaced the manual one. The two are in use concurrently and you therefore have a choice. We continue to thank all those members who have taken their time to give us feedback. Major decisions to improve our Sacco have been taken based on your feedback, ideas and suggestions. We encourage others to do the same.

The Sacco is at an advanced stage of acquiring a new system that will go a long way in improving service delivery to members. The system is Microsoft based and therefore can be customized and enhanced to face emerging technological challenges. We hope this will be launched before the end of 2nd quarter of this year.

Today Kentours is celebrating 34 years! During all these years members and their families have been empowered economically and socially. Today, we have grown up children who have been educated courtesy of Kentours and are now ready to become

members themselves!! What an achievement! We are happy to announce that children of principal members who have attained the age of 18 years, can now join the Sacco. A circular for this special class of new members has already been sent out to membership. For more information, kindly contact the office. Welcome on board our "children".

Training for Unit Representatives who come from outside Nairobi was held on 17th March 2017 at the Southern Sun Mayfair. The Nairobi based Unit Representatives had their training on 24th November 2017 at the same venue.

Through the interactive sessions with the Representatives, we are able to share new ideas and challenges whose benefits are supposed to be passed on to the membership. Kindly make use of your Representative and give him or her your suggestions and ideas so that they can be addressed during these forums.

Besides continued emphasis on some key areas during the sessions, we have continued to face issues emanating from either lack of information or members not just taking the information they have seriously:

- **Next of Kin Card.** Please ensure that the office has your updated Next of Kin Form. Lack of this information can subject your loved ones to a lot of pain in the sad event of the demise of a member.
- **Unclaimed deposits and assets:** Any unclaimed assets will be surrendered to Unclaimed Assets Authority after 5 years.
- **Guarantor replacement Form.** One of the thorny issues facing us now is defaulters. Kindly note that you can ease the burden of a defaulted loan to guarantors by making

Continued on Page 14

## Entrance Requirements:

Kentours SACCO has minimum requirements tailored to suit all employees in an organization at any level. Thus: -

- Kshs. **1,000/-** being Entrance Fee.
- Kshs. **5,000/-** being minimum **Share Capital** contribution payable on a **twenty-five-monthly** installments of Kshs. **200/-**. The maximum a member can hold is not more than 20% of the Sacco total paid up Share Capital.
- Kshs. **200/-** for Kentours Sacco By-laws Booklet.
- Kshs. **1,000/-** the minimum amount a member can contribute towards his/her monthly savings (share deposits).
- Insurance paid on yearly basis as determined by the market rate.

## Deposit Contribution Schedule

The table below shows the minimum share deposit contributions a member is supposed to pay upon obtaining a loan.

Loan Amount	Deposits Contribution
0 - 750,000	1,000.00
Over 750,000	2,500.00

The figures shown on the table are over and above the actual loan repayment amount.

## Office Location

The Kentours Sacco offices are located at Commodore Office Suites 1st Floor, Kindaruma Road, Kilimani.  
Telephone No. 0709 309 000, 0733 66596 and 0722 968 596  
E-Mail address – info@kentours.co.ke  
Kentours Sacco website – www.kentours.co.ke

### KENTOURS SACCO BANK DETAILS

Account Name: Kentours Sacco Ltd  
Account Number: 01120000563700  
Bank: Co-operative Bank  
Branch: Green House  
Bank Code: 11149  
Swift Code: KCOOKENA

NB: Green House branch is located along Ngong Road Adams Arcade

### Editorial Board

Juliana Wambua-Kalu  
Betty Omolo-Ouko  
Fredrick Owuor Odipo  
Geoffrey Moenga Nyang'au

## Did You Know?

1. That you can now get your loan repayment advice via email?
2. That an underage next of kin will not be paid the final dues from the Sacco in case of death of the principal member until he/she attains the age of 18 years?
3. That now we have upgraded the telephone system? Please dial 0709 309 000.
4. Your 18-year-old son or daughter can now join the Sacco?
5. You can now have access to Kentours Soft loans over your mobile phone called M-jisort. Please dial \*875# to access the services.
6. If you nominate more than one person as your next of kin and you do not specify amounts to be awarded, each of the nominees will get an equal share?
7. If you are a new member and you transfer your deposits to Kentours Sacco from another Sacco, you shall be treated as an old member and you qualify for a loan immediately?
8. That the Share Capital transfer charge is Kshs 200 per transaction?
9. That you can now use your Life Assurance Policy to secure your loan?
10. That your loan disbursement will delay if you do not provide full information on your Loan Application Form?





# *First Impressions* ARE MADE TO LAST

With our relaxing environment, spacious rooms overlooking exquisite gardens, contemporary facilities, professional banqueting and events, and attention to every detail, you will be continually delighted when you stay with us.

 **Southern Sun**  
MAYFAIR NAIROBI

The recognition you deserve

[tsogosun.com](http://tsogosun.com)

ANOTHER TSOGO SUN EXPERIENCE

Parklands Road, Parklands, Nairobi, Kenya  
t: +254 (20) 374 0920 | f: +254 (20) 374 8823 | e: [admin@southern.sun.co.ke](mailto:admin@southern.sun.co.ke)



## Education Committee Message

Continued from Page 12

sure that you have replaced the defaulter from any guarantees they may have made. This frees the defaulter's deposits which will be used to offset or lessen the burden of a defaulted loan.

- **Other forms of Guarantees** – Automobile Log books, Kentours Housing Title deeds and Life Assurance Policies.
- **Co-operative Tribunal.** The Tribunal is working in assisting with defaulter issues. We have success cases, so please make use of this facility.
- **Co-op bank foundation scholarships.** A circular to this effect is sent out every beginning of the year. If you have deserving candidates, please send your application immediately KCPE results are out or upon receiving the circular. You do not need to wait for the admission letter. This will ensure that our deserving candidates are not locked out.

During the year 2017 and early 2018 we visited a record 47 companies as follows: -

1. The Lazizi Premiere Hotel
2. Eka Hotel
3. Gamewatchers Porini
4. Sunafrica Hotels - Keekorok Lodge
5. Mara Ngenche
6. Rehero Camp
7. Mara Bush Camp
8. Mara Simba Lodges
9. Base Camp
10. Naibosho Camp
11. Encounter Mara Camp
12. Mahali Mzuri
13. Mara Leisure
14. Tilipikwani
15. Mara Conservancy
16. Angama Lodge
17. Karen Blixen
18. Olonana Tented Camp
19. Kichwa Tembo
20. Seiya Ltd
21. Oltome Safaris
22. Elephant Pepper
23. Mara River Camp
24. Governors Camp
25. Little Governors Camp
26. Musiara Balloon
27. Governors Private Camp
28. Ilmoran Camp
29. Mara Elephant Project
30. Naivasha Country Club
31. Crowne Plaza Hotel
32. Naivasha Simba Lodge
33. Flamingo Hill Camp
34. Mbweha Camp
35. Sovereign Suites
36. DusitD2 Nairobi
37. Panari Resort Nyahururu
38. Soaring Eagle Spur
39. Four Points By Sheraton Hurlingham
40. Kenya Postel Directories
41. Four Points by Sheraton JKIA
42. Mvuli Suites
43. Tribe Hotel
44. Golden Spur Restaurant
45. Eagle Peak Ltd
46. Abercrombie & Kent Coast
47. Sun Africa Hotels - Mombasa Beach Resort

We thank Employer Companies for allowing us to conduct these sessions at their premises and allowing staff time out. We are particularly indebted to those companies who besides the

difficult business times, considered some concessions in terms of accommodation costs for visiting staff and Board members. We acknowledge all those who facilitated transport, especially for our Relationships Officer who had to visit units outside Nairobi which were otherwise not within the normal education schedules.

To the Unit Representatives, these sessions would not be possible without you. Thank you and keep up the good work you do as ambassadors of the Sacco at your companies.

We have already rolled out visits to Maasai Mara on annual basis and budget allowing, this should be replicated to other regions where our members are located. The idea is to keep close to our members and ensure that we attend to any arising issues timely.

### CSR Project

Through our Corporate Social Responsibility (CSR) program, we remain focused to giving back to the less advantaged in our Society.

For the year ending, we have donated to two very needy institutions;

- **Tunyai Children's Centre in Tharaka Nithi County.** We bought food items worth Kshs. 50,000/-.
- **Nyumbani Village in Kitui County.** We bought food and household items worth Kshs. 111,347. The village accommodates HIV orphaned families and its run by the Catholic Sisters. It has a population of 907 Children and 18 Grandparents.

Kentours is an icon in the cooperative movement in Kenya and continues to stir interest from many companies within and outside our common bond. After vetting, some are admitted and others put on hold.

At this juncture we are happy to welcome the following 3 new companies into our family:

1. Panari Resort - Nyahururu
2. Four Points by Sheraton JKIA
3. Mara Elephant Project

Year 2018 has started on a very positive note for the Hospitality Industry. The first quarter of the year is already recording growth that we have not seen since year 2013. Some hotels are getting full and hoteliers have even had to look for their old stamp of "waitlist", or "fully booked". We are indeed looking forward to a very successful year.

In terms of production of this Magazine we say a **BIG THANK YOU** to our sponsors namely Kentours Housing Cooperative Society, Cooperative Insurance Company (CIC), Southern Sun Mayfair Nairobi and Golden Spur Restaurant.

For the magazine contents, special thanks to Consultant Pauline Kamba, every member who has contributed articles and to the Editorial Team for putting everything together.

**Viva Kentours Sacco!**  
Education Committee

## Chef's Corner

### Matoke with fried Goat

4 to 6 servings

#### Ingredients

- 6 to 8 Green Bananas peeled and diced
- 1 large piece of Lemon squeezed (juice only)
- 2 to 3 tablespoons Cooking oil
- 1 Medium onion chopped
- 1-piece Bell pepper, chopped
- 3 or 4 cloves of Garlic, minced
- 3 or 4 Bullet chilies, seeds removed and finely chopped
- ½ bunch Fresh coriander leaves, cleaned and drained
- 450gms Lamb or goat cut into small cubes
- 3 pieces large tomatoes, seeds removed and chopped
- 2 cups water or lamb stock
- A pinch of Salt



#### Method

- Toss the plantains with the lemon juice and set aside.
- Heat the oil in a large pot over medium-high flame. Add part of the onions, bell pepper and sauté until the onion is cooked through and translucent, about 3 or 4 minutes. Add 2 cloves of the garlic, seedless bullet peppers and sauté for another minute or so.
- Stir in the plantains and simmer for 30 minutes until the plantains have softened.
- Add the beef stock or water and season with salt. Bring to a boil, then reduce heat to medium-low, cover and simmer for about 20 minutes.
- On a separate pan, sauté the remaining onions, remaining garlic and cook to a slightly brown colour.
- Stir in the beef and cook until tender.
- Reduce heat and add the chopped coriander leaves.
- Adjust seasoning and serve hot.

By Chef Solomon Kamau – Member



## 2017 Member Memorable Moments



Joseph Weds Hellen

### Kentours Mission

"To empower members economically by offering competitive products and services through use of modern technology"



# Corporate Social Responsibility



Kentours team attending a Corporate Social Responsibility (CSR) Activity on 3rd March 2018 at Nyumbani Village in Kitui County.

## HUMOUR CORNER

1. There I was is sitting at the bar staring at my drink when a large, trouble-making biker steps up next to me, grabs my drink and gulps it down in one swig.



"Well, whatcha gonna do about it?" he says, menacingly, as I burst into tears.

"Come on, man," the biker says, "I didn't think you'd CRY. I can't stand to see a man crying."

"This is the worst day of my life," I say. "I'm a complete failure. I was late to a meeting and my boss fired me. When I went to the parking lot, I found my car had been stolen and I don't have any insurance. I left my wallet in the cab I took home. I found my old lady in bed with the gardener and then my dog bit me."

"So, I came to this bar to work up the courage to put an end to it all, I buy a drink, I drop a capsule in and sit here watching the poison dissolve; then you, you jack-ass, show up and drink the whole thing! But enough about me, how's your day going?"

2. A police officer stops a blonde for speeding and asks her very nicely if he could see her license. She replied in a huff, 'I wish you guys would get your act together. Just yesterday you take away my license and then today you expect me to show it to you!'

3. Little Johnny went to Sunday school one Sunday. The lesson for the day was from Genesis. "God opened up Adam's side, took a rib from him, and created Eve from it," was what really struck Johnny.

Later, that afternoon, Johnny started feeling sick, and his side began to hurt. He laid down on the couch, and after about half an hour, his mother came over and asked him if he was feeling okay. He said, "Not really - I think I'm gonna have a wife."

4. Politicians and diapers have one thing in common: they should both be changed regularly... and for the same reason.

5. My friend thinks he is smart. He told me an onion is the only food that makes you cry, so I threw a coconut at his face....

6. Son: "Dad what's the difference between confident and confidential?" Dad: "Hmm. You are my son, I am confident of that. Your friend Muema is also my son, that's confidential!"

7. What is dangerous?

Answer: Sneezing while having diarrhea!

## Let's Go sporty

### Rugby: How much do you know?



Rugby sevens (commonly known simply as sevens) is a sport in which teams are made up of seven players playing seven-minute halves.

Rugby sevens originated in Melrose, Scotland in the 1880s. Since 2016, rugby sevens has been contested in the Summer Olympics, and it has also been played in regional events such as the Commonwealth Games and Pan American Games.

The scoring system is the same as regular rugby union, namely five points for a try, three points for a drop goal (whether from penalty or open play) and two points for a post-try conversion.

Fans who attend rugby matches are unique. In Kenya, they attend matches in sporty attire, cheer their teams and dance during competitions and in after-match parties. They are highly educated, with females making up 29pc, and make strong brand ambassadors. On their spending habits, the fans have high expenditure patterns at rugby events. On average, each fan will spend about Sh2,612 on food and drinks (excluding gate and transport charges).

But do you know that local rugby fans have unique characteristics and behavior that set them apart? While at the field, they mostly cheer their team, socialize, eat and drink, and few later partake in the after-party dancing. Rugby fans also love to share their positive experiences at matches on social media, thereby becoming strong ambassadors for brands.

It is commonly held that "soccer is a gentleman's game played by hooligans". On the other hand, "rugby is a hooligan's game played by gentlemen."

By George Waweru

## Quotable Quotes

1. "Lack of direction, not lack of time, is the problem. We all have twenty-four-hour days." Zig Ziglar
2. "Be brave to stand for what you believe in even if you stand alone." Roy T. Bennett
3. Everyone thinks of changing the world, but no one thinks of changing themselves. Leo Tolstoy
4. It's not the load that breaks you down, it's the way you carry it. Lou Holtz
5. The secret of change is to focus all of your energy not on fighting the old, but on building the new. Socrates
6. "We don't have to be smarter than the rest. We have to be more disciplined than the rest." Warren Buffet
7. "Go for a business that any idiot can run - because sooner or later, any idiot probably is going to run it.
8. "If investing is entertaining, if you're having fun, you're probably not making any money. Good investing is boring. George Sotos

EVERYTHING  
YOU'VE EVER  
WANTED  
  
IS ON THE  
OTHER SIDE  
OF FEAR.

### Kentours Mission

"To empower members economically by offering competitive products and services through use of modern technology



# Is your Home in Good Hands?

Financial protection against loss or damage to  
Personal Property. Get **Domestic Package** Today!  
**Call:** 0703 099 120



**CIC INSURANCE GROUP LIMITED**

☎ 0703 099 120    @ callc@cic.co.ke

GENERAL | LIFE | HEALTH | ASSET

www.cic.co.ke    f    t    in

KENYA | SOUTH SUDAN | UGANDA | MALAWI

**cib**  
**CIC GROUP**