

Waterkloof Homeowners Association (WHA)- Security Company Meeting

Date: 17 September 2020

Time: 16h00

Venue: Brooks Gym, c/o Crown Avenue and Main Road, Waterkloof



1. Welcome and Apologies

All welcomed to the meeting. The Safe Waterkloof court case is scheduled to be heard on Tuesday, 22 September 2020. Safe Waterkloof is a monitored access initiative which was explained to Security Service Providers (SSP's).

Crime in Waterkloof is generally on the increase and residents have noted vagrants sleeping in abandoned properties and various open spaces. It was proposed that security meetings are to be held on a more frequent basis, to establish how SSP's can be supported to better safeguard Waterkloof and Waterkloof Ridge.

2. Communication with security companies

All SSP's are currently represented on the Waterkloof 911 Emergency group. Should it be deemed necessary for additional members to join the group to improve efficiencies, please contact Dave Morgan.

It was noted that no manual adding of residents to the Waterkloof 911 Emergency group has been permitted. This is to safeguard the integrity of the group. SSP's request that residents refrain from posting videos of crimes.

When messages are communicated on the 911 Emergency group, the following information is required:

- State the security company which represents the resident;
- Address where the incident occurred;
- Nature and details of the incident/crime; and
- If applicable, description of vehicle including registration details and distinctive markings, etc.

911 Emergency rules (for residents) to be updated and distributed to residents and SSP's. Going forward the following protocol is to be observed when responding to incidents/crimes:

- Residents raise the alarm with their security company first
- Residents can then raise the alarm as per the procedure stated above;
- SSP's to respond only to their specific clients postings on the group;
- SSP's process the incident/crime and involve SAPS and emergency services as deemed necessary;
- SSP's not to state "standing down" once the incident/crime has been dealt with; and
- SSP's to provide feedback to the group as to how the incident was closed out

3. Overview of 911 Telegram groups to be added

Future residence correspondence will be limited to a series of prompts which will eliminate the unnecessary conversation on the group.

4. Co-ordination of security company patrolling

Patrol vehicles geographically distributed according to the individual SSP's client base. The exact location of vehicles will not be shared to safeguard the safety of the SSP staff who are also targeted.

5. Handling of suspicious characters

A minor illegal squatting issue is currently noted within the area and is being addressed by Nicholas Smith. It was generally perceived that the current reporting of suspicious individuals was not yielding the desired results to safeguard the area, basically because SSP's are not able to take action.

6. What actions are security companies permitted to perform

SSP's are unable to stop and search anyone, suspicious or not. Only persons linked to a specific crime may be arrested (citizen's arrest). Residents must open a case at SAPS after an incident. Non-contracted SSP's may not enter any property to deliver security services.

7. Empty and derelict properties

A list of empty and derelict properties distributed to SSP's. It was noted that first and foremost, the lawful property owner is to take responsibility for the property. SSP's are not permitted to search abandoned and derelict properties. Two additional hotspots were noted as follows:

- Vacant land on Canopus Road above Crown Street; and
- Walkerspruit.

Hotspots should be reported to police for action, SSP's will assist police where requested. SSP's were requested to monitor the above two areas as potential criminals are hiding located within these areas.

8. Emergency capabilities

SSP's access medical emergencies services e.g. fire brigade, ambulance services, etc. via the public numbers. In certain instances SSP's have an affiliation to ambulance services, but this is not the general rule. Residents to inform their SSP's as to their preferred emergency service providers. It was suggested that residents should contact their SSP's via the panic button on their control panel or should they not have an alarm system, request a stand-alone panic button system. SSP's to educate their customers as to what to do in the case of an emergency.

9. General discussion

SSP's do not have additional authority than ordinary citizens to enter a property, detain suspicious individuals or use of a firearm, etc.

The list of meeting attendees to be the contact persons for receipt of the electronic tender documentation for Safe Waterkloof once the tender is released to the market.

FADT advised their cameras are installed to track vehicle number plates only, and specifically for crime. The information is not for sharing with anyone other than the SAPS investigating officer, and contracted third parties e.g. Tracker, etc.