



SECURITY UPDATE

Sundowner is your suburb and your home, it has a strong community, a community that you are part of and because it's made up of people like you, it has the same interests as you.

- Guard huts
- Booms at each vehicle entrance
- 2 Vehicles each containing two armed guards
- Vehicles patrolling for at least 45 minutes per hour
- Proactive crime prevention
- 7 24 hour guards
- 4 12 hours guards
- 2 way communication between patrols cars and guard huts
- 2 Ambulances for medical emergencies
- Daily patrols of the Sundowner perimeter
- Adhoc raids on the green belts
- Meet and greet services
- Holiday patrols
- Reaction officers with basic first aid and resuscitation training.
- Extensive backup in the area
- Attending of CPF Police meetings and feedback to community
- Domestic workshops to assist in crime prevention
- A dedicated manager to ensure security services are performing adequately
- Maintenance and mowing of greenbelts to prevent criminals using them for crime
- Communication with municipalities re service issues
- FREE Armed response

It's your suburb, it's your family, it's your safety, contribute and support the SRA. Don't expect your neighbour to do it for you. The community needs you and every resident to work together for the benefit of all.

Make your contribution, make the difference, we all need and rely on each other.

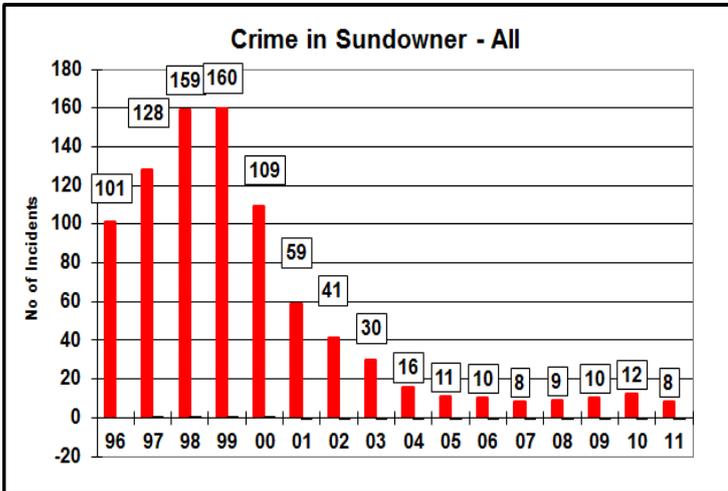
Crime in Sundowner and Your SRA

The Sundowner Resident's Association was formed in 1996 as a result of the increasing crime in the area. After a resident was shot to death, a group of residents got together and began patrolling the streets and working together to create a safe suburb.

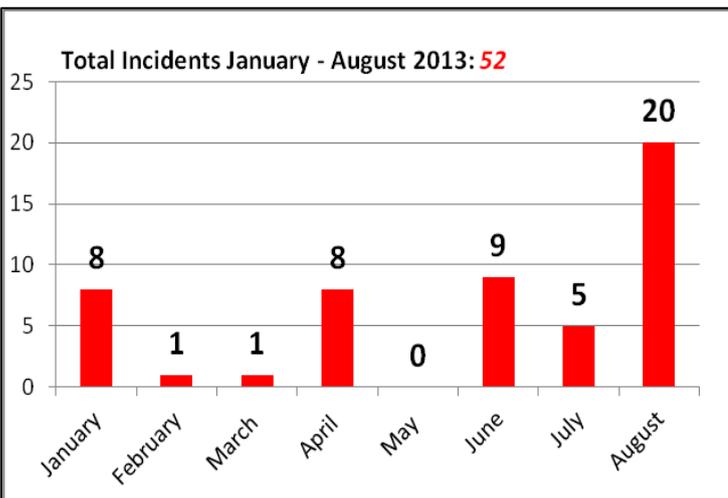
As the membership grew, the SRA was able to employ the services of a security provider to patrol the suburb and place guards and booms at the entrances to Sundowner.



Number of annual incidents 1996-2011



The crime dropped dramatically as a result of the patrolling and the monitoring of access to the area. Unfortunately the last two years have seen a significant increase in incidents. In the first eight months Of 2013 alone we have had 52 incidents, two of which were armed robberies.



Defining Crime

The SRA counts every incident, regardless of whether it is petty or opportunistic theft or armed robbery. Our (and your) goal is a crime free suburb and in order to ensure that we achieve this we must have a zero tolerance approach.

We do not believe that any form of criminal activity is acceptable.

Effective Crime Fighting Methods

Patrolling

One of the most important and effective crime fighting methods is patrolling. Resident Associations all over South Africa have used this method to reduce crime in their areas. Patrols are recommended by the SAPS and by the Community Policing Forum.

The reason patrols are widely recommended and used is because they WORK! Patrolling is an effective method of preventing crime and deterring criminals.

Access Restriction

Access restriction has been extensively researched as it has a number of consequences and impacts residents and non-residents in an area. The numerous reports on access restriction conclude that this method only makes a limited contribution to reducing certain crimes committed by predominantly opportunistic criminals.

One advantage of access restriction is that it can reduce the number of vehicles passing through and can therefore help to control traffic through the area.

- **Guards:** Access restriction can have a positive effect on the crime in an area if effective and alert guards are placed at access points and the guards are in communication with patrols in the area. Guards who are able to slow traffic down and identify suspicious vehicles can then request patrolling vehicles to follow up on the suspicious individuals or vehicles.
- **Cameras:** Cameras placed at access point can help to monitor and identify suspicious vehicles. Modern software programs enable cameras to intelligently learn the normal routines of the area and to identify abnormal or irregular behaviour. As the salaries for guards increase, cost constraints may result in guards being replaced with software programs and cameras.

SRA Requirements

In response to the rising crime in our suburb, the SRA has assessed the various methods used by residents associations and recommended by the SAPS and Community Policing Forums.



We confirm that our focus must be proactive patrolling by dedicated and highly trained guards.

The SRA has employed security companies to patrol and monitor the booms for several years. **Paying for two dedicated patrolling vehicles for Sundowner is expensive** as vehicle costs, petrol and reaction officers' salaries must be considered. The cost of the guards at all the entrances is also high. The contributions of the residents in Sundowner are used to pay for these costs. As part of the assessment, we invited several security companies to put forward proposals in line with our requirements. **The most important requirement being the quality and quantity of the patrols.**

We have seven guards during the day and four guards at night. We also requested cameras at all the entrances to assist the guards. Various security companies submitted proposals ranging in price and options. The brief that was sent to security companies can be found on the website.

Armed Response

Some companies offered to include armed response to the residents at no extra charge as there would already be two vehicles in the area so in essence armed response would not cost the company extra.

In a survey of convicted house-robbers, Dr. Rudolph Zinn of the School of Criminal Justice at UNISA found that **robbers are not deterred by armed response** and armed response is only helpful after an incident has occurred.

As the SRA employs two dedicated response vehicles for Sundowner, the response time for SRA members with armed response should be on average under two minutes.

There is therefore more benefit to having armed response with the company that has two dedicated vehicles in the suburb.

Some residents continue to utilise other armed response companies, and still pay the SRA contribution so that patrol vehicles and guards can be employed.

Other residents have chosen to use armed response services from companies that are not employed by the SRA and to not support the SRA. These external armed response companies may have a longer response time as vehicles are not permanently stationed in Sundowner. These companies are also enjoying the benefits of the dedicated vehicles and guards that all the SRA members are paying for.

Choosing a Security Provider

The committee developed strict criteria for the evaluation process. The criteria can be found on the SRA website. Four companies who met all the criteria were shortlisted and an extensive due diligence was conducted. The due diligence involved contacting all the necessary regulatory bodies to confirm memberships, licenses and performance of the companies. The financial viability of the companies and their proposals were also analysed in detail as we did not want another situation in which the company could not afford to provide their services due to under-quoting. Only companies who had a good track record with residents associations were assessed further. Residents associations were called and detailed references were obtained.

The Price of Safety

Unfortunately the SRA cannot afford to employ a security company to perform these functions with the current budget. The previous security provider has confirmed that they were running at a loss of R30 000.00 in Sundowner. We feel this impacted their performance. We therefore accepted that any security provider that we chose would cost be significantly more (R30 000.00 plus additional to make a reasonable profit = +/- an additional R50 000.00).

Some companies quoted a lower price but were unable to offer the full range of services and armed response, while other companies exceeded our budget by a significant amount. Londoloza quoted at a reasonable price and is able to offer what we need as well as much more.

To cover the additional costs, members are asked to please increase their contributions as follows:

Category	Increase	New Contribution
Pensioners	R99	R385
Complex residents	R111	R325
Free standing houses	R235	R890
Complexes	20%	

We understand that this increase is significant. We have researched all the options and we confirm that it is not possible to employ the services of a company to meet our requirements for the price we have been paying.

Our goal is to ensure the safety of our families and homes and of all the families living in Sundowner.



Not only does this keep us safe, it also adds significant value to our properties. Should we be unable to employ the necessary services and to manage the crime, our property values will decrease.

Over and above the security company costs, the SRA also has to pay for the maintenance and upkeep of the guard huts, booms and common grounds in the suburb as well as signs, access control licenses, dam renewal project, bookkeeping costs and various other activities.

Membership

We have 500 residents in Sundowner, and only 340 SRA members. In order to assist the SRA, we ask that all members please encourage non-members to join the SRA and contribute to the safety and upkeep of our beautiful suburb. Regular armed response costs between R350 and R550 per month. Instead of employing an armed response company, we encourage all residents to rather contribute that money to the SRA. For the price of armed response plus an additional R390 per month you are getting all the benefits of dedicated vehicles, guards, cameras and the maintenance of our suburb.

We have surveyed surrounding resident associations with similar requirements to ours and our prices are still significantly lower than surrounding suburbs.

In order to encourage new members to join, the SRA will be offering a discount to all new members of 25% for the first six months and the same discount will be offered for six months to any member who recruits a new resident.

We strongly urge all residents to support the SRA. Without the SRA and the security provider we will lose the booms, the cameras, the patrol cars, the guards and the comfort and safety that we are all used to.



All of the services have been detailed in a Service Level Agreement and have been agreed upon and signed up front.

The agreement is a 12 month contract with penalty clauses for non-performance. Londoloza has been contracted to:

- Deploy two dedicated reaction vehicles in Sundowner, 24/7, with all reaction officers in uniforms and carrying identification badges
- Place guards at all the entrances
- Install cameras at all entrances

Over and above these, Londoloza is providing the following services, many of which have been unavailable up until now:

Patrolling

- Each vehicle has an armed and highly trained tactical reaction officer **and** a reaction officer armed with the pepper guns.
- Proactive patrolling: continuous patrolling, each vehicle **resting for a maximum of 15 minutes per hour.**
- Patrolling officers will be stopping and questioning suspicious pedestrians and vehicles in the area.
- Two way communication between vehicles and guards at booms.
- Each patrol vehicle will have a cell phone for Anne to contact the reaction officers directly.
- Weekly reports on patrolling routes, dates and times and mileage of each vehicle.
- Daily patrols of the **perimeter** of the suburb.
- Meet and greet services.
- Holiday patrols.
- Reaction officers to have basic first aid and resuscitation training.
- Extensive backup in the area.
- **Vehicles will be branded with the SRA logo** and will therefore be easily identified as the SRA dedicated vehicles



Technical Team

- Londoloza has a highly trained and skilled technical team who will be installing modern, **un-jammable**



transmitters and will be able to ensure that all alarms and transmitters are working.

- If a transmitter does not send a test signal every 24 hours to the control room, an alarm is activated in the control room and the technical team will contact residents to inspect the system.
- Londoloza utilises RF and ADSL for their signal communications. They are already working extensively in the surrounding areas and can confirm that there are **no problems with signal strength.**

- Guards will keep booms closed at all times unless otherwise agreed upon by Anne and the committee.
- Guards will have **two way communication** with patrol vehicles and panic buttons and communication with control room.
- Guards will be trained to recognise SRA members by the SRA stickers on their cars.

Armed Response

- All members will receive armed response at their home at **no additional charge.**
- Reaction vehicles will be dispatched upon alarm activation, ensuring a fast reaction time.

Medical Services

- Londoloza's head office is in the **Honeydew** shopping centre. They have **two ambulances** permanently stationed at their head office.
- **Londoloza is therefore able to offer all members free emergency assistance at their home for the families and staff at the residents.** The ambulance will have a very fast response time due to the proximity to Sundowner. If necessary the ambulances will also take the resident/domestic worker to hospital.

Guards at Booms

- Guards have sufficient training and stamina to be able to **slow down**, stop and if necessary search, **cars entering and exiting the suburb.**

Cameras

- Cameras will be **monitored**
- **Recorded** footage will be available upon request for suspected criminal activities and incident follow up and investigation

Additional Offering

Furthermore Londoloza has agreed upon the following:

- Londoloza has several special operations planned for the **green belt** area in order to stop criminals entering and exiting here. These include night time patrols and beams.
- Londoloza will protect the contact details of all residents.
- The area manager and Londoloza staff have agreed to work closely with Anne to ensure the safety of all the residents.
- Londoloza representatives will be attending all the committee meeting and the CPF meetings.
- Crime trend analyses and weekly incident reports will be submitted to Anne
- All guards are highly trained and looked after. There are incentives and Londoloza will be working with the SRA to reward good performance.
- Londoloza will assist with Domestic Workshops.

