

Dowerglen Ext 3 Road Closure Association

Dickie Fritz 100-139, Flame Crescent, Holly Close, Cherry Close, Keurboom Crescent

July 2016

Dear Residents

Herewith an update on our closure.

Home Invasion

Subsequent to the home invasion in Flame Crescent at the end of June we wish to advise that several meetings have been held between ourselves, the River Ridge Committee and 24/7 management. The outcomes are as follows:

- * 24/7 admitted there was an operational breakdown from the guard on duty and this is being dealt with – there were no excuses provided, clear and simple negligence. It was confirmed that there was definitely collusion at the house where the robbery occurred, also the timelines we have, showed the vehicles knew exactly where they were going – it took them 3 minutes from entry to get to the house.
- * 24/7 are going to tighten up their training initiatives and communications.
- * There will be more site visits from the area supervisors and our monthly meetings will continue with more emphasis placed on preventive actions rather than corrective.
- * Unfortunately we will not be able to make people sign in and this was once again discussed at length, firstly one may not request private information from the public (or refuse them entry) and you also have no way of verifying if the people are actually providing the correct information - they could easily write down false information and the guard would know no better. Secondly making people sign in will cause a delay at the boom as we only have one road in and one road out, plus we have a very unique closure with two entrances and exits, another closure within the closure (who have chosen not to work harmoniously with us), and then we are faced with over 130 units at the Glades, most which are rentals and the owners are not interested in the safety of the area, just their rental income. The committee can assure you that we have explored every avenue possible relating to the individuality of our area and continue to work towards possible solutions.
- * It was decided that we will introduce a sticker system to identify road closure residents. This will be rolled out within our entire area, for all residents, including the Glades, MOTH residents and Green Park. We will provide you with more information as soon as the stickers are printed by 24/7 and explain the process in detail.
- * The sensor post for the guards will be moved to the middle island at the booms between the cars to ensure that the guards will be able to see the face the drivers of incoming outgoing cars.

WhatsApp Group Administrator

We appeal to a resident to volunteer to set up and administer a WhatsApp Group for our area that will focus only on security issues. We don't want this to develop into a chat group with unnecessary communication. This will be for the Dowerglen section of the Dickie Fritz closure as River Ridge already have their own group.

Sticker Control

We also appeal for a volunteer to control the issuing of the vehicle stickers - please contact Callie if you are able to assist.

Passing of Hillary Gerson

Hillary Gerson, the lady who runs the accounts of our closure, sadly passed away on Monday 4 July. These duties will be taken over by Milton Gerson.

Selling/Agents

If selling your home, please ensure the agents are aware that the total cost (guarding, road closure and armed response) is R800 per month. If we lose members we could lose the dedicated patrol vehicle that we share with River Ridge, as it is based on a minimum number of subscribers.

Personal Safety

Please don't become complacent because we live in a boomed area. Check if you are being followed, be aware of unfamiliar people near your property and please make sure that your gates are locked even when your gardener is on the premises.

Important Contact numbers

24/7 CONTROL ROOM - 011 444 2237

DEDICATED VEHICLE - 084 328 9873

POLICE - 10111

SECTOR VEHICLE SECTOR 1 - 071 675 6840 / 071 675 6841

Thanking you
The Committee

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