



Dear Residents

Welcome to the third edition of *Security Matters*, a Newsletter from the Security Team covering updates and insights from August to November 2024. As the final edition for this year, we've included important information to help you stay informed and prepared, along with tips to ensure a safe and enjoyable summer holiday season.



Star of the Year 2024 | Celebrating Excellence and Dedication

We are thrilled to announce that the prestigious *Star of the Year Award* for 2024 has been awarded to Fernold Opperman, Team Leader of the Tactical Team. This recognition celebrates hard work and the unwavering commitment to excellence and professionalism that Fernold consistently demonstrates in every aspect of his role.

Please join us in congratulating Fernold on this well-deserved achievement. His exceptional performance reminds us of the power of dedication and the difference one can make.

Raising the Bar | Security Benchmarking

Members of the Security Management Team recently visited five prestigious estates across the Western Cape and Gauteng as part of a comprehensive benchmarking initiative. This valuable exercise aimed to measure and enhance our security protocols, systems, and service levels, ensuring they remain world-class.

During the visits, the team interviewed estate representatives, exchanged ideas, and explored best practices for security systems and service provider management. By comparing our current systems and service levels, the benchmarking process provided insights that will help us continue to elevate our security standards and deliver exceptional service to residents.

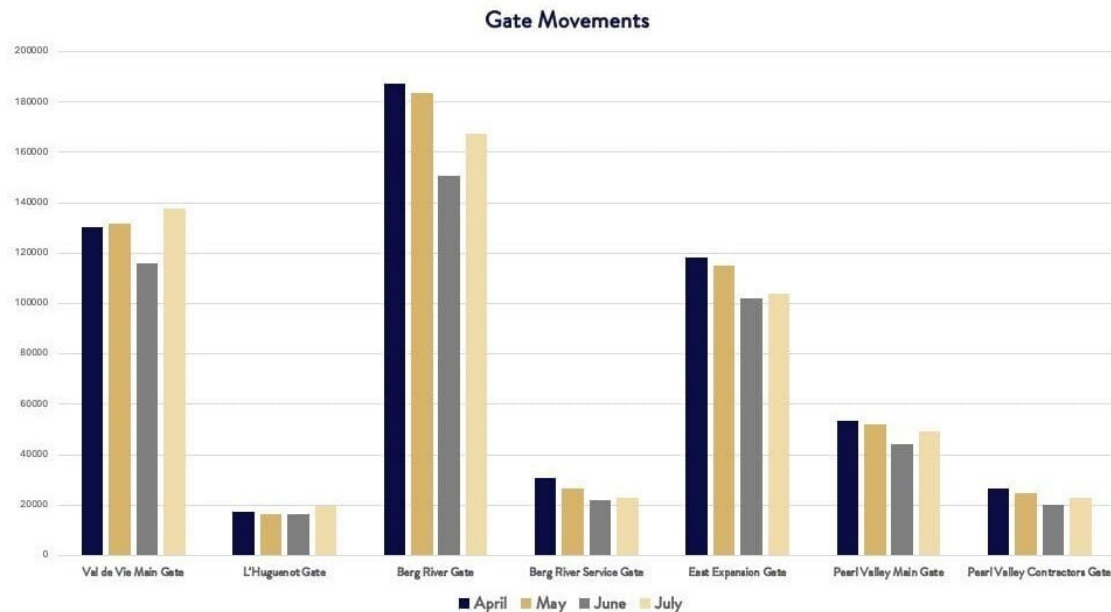
This initiative highlights our dedication to staying at the forefront of estate security as we strive to set even higher standards in 2025.

Security Officers | Show Appreciation Responsibly

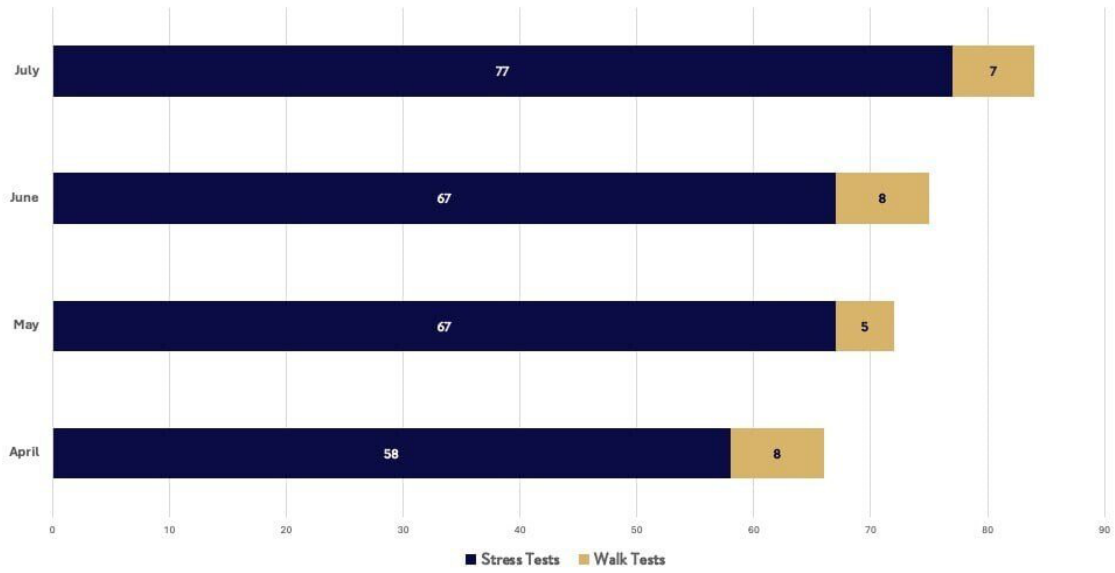
It's natural and thoughtful to want to express gratitude with gifts or food during the festive season. However, to ensure fairness and professionalism, we kindly ask that residents refrain from giving food or gifts directly to security officers on duty on any given day. If you'd like to show appreciation, please get in touch with the Security Manager at security@vdvhoa.co.za to arrange contributions responsibly and equitably. Thank you for your understanding and cooperation.

Kidnapping and Situational Awareness Sessions

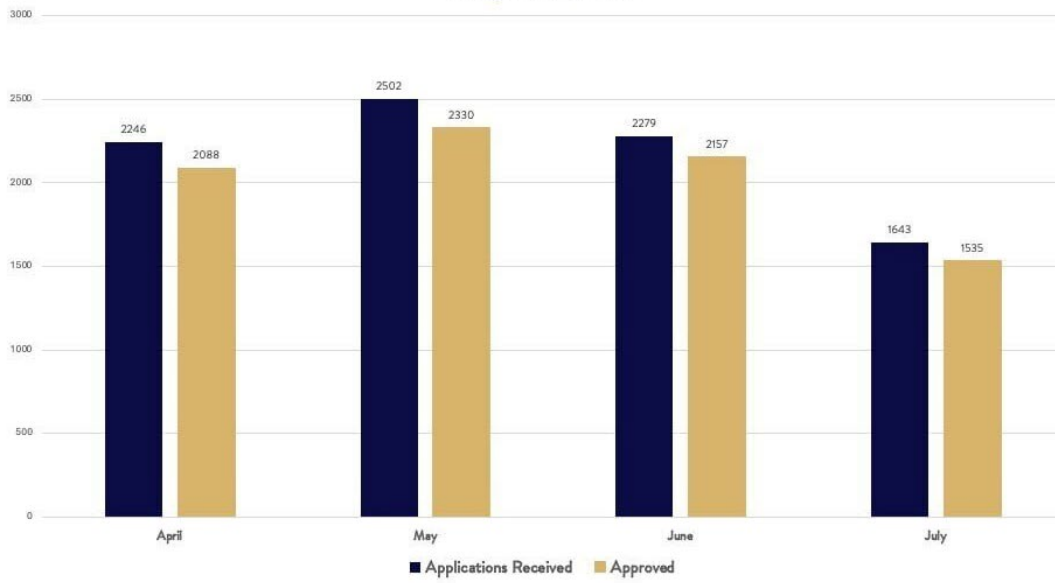
As changes in the broader environment outside the estate and shifts in urban security become more pronounced, situational awareness skills are essential. At the end of November, five "Express Kidnappings and Situational Awareness" sessions were presented by Herman Bosman, a leading expert from TSU Protection Services. The sessions delivered valuable insights and practical tools for responding to unforeseen situations. Starting in the new year, essential skills courses such as this will be presented every quarter.

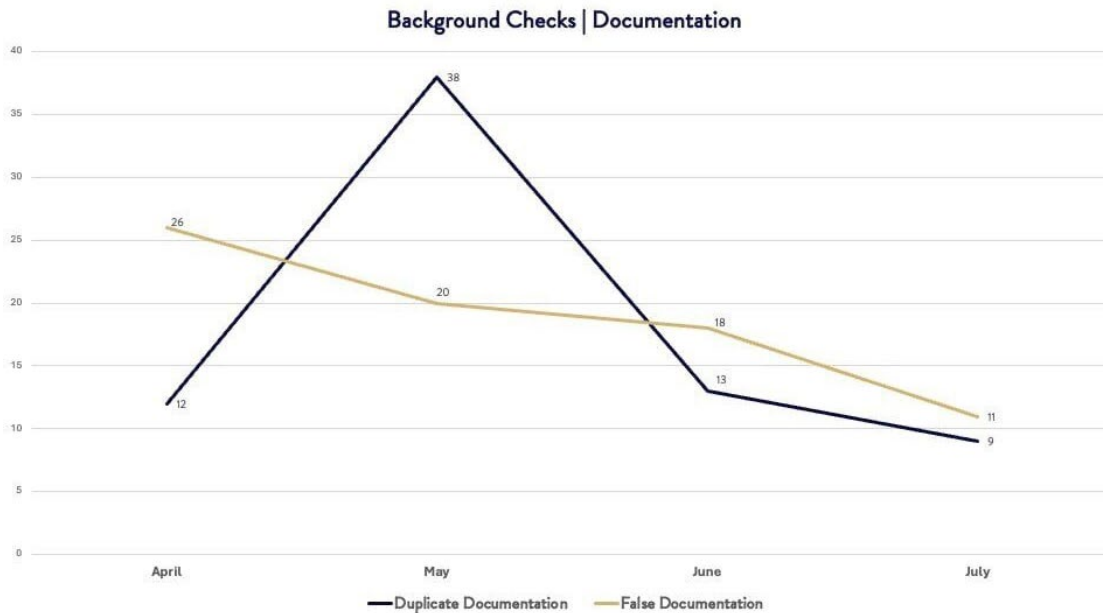


Perimeter Fence Tests



Background Checks





Service Provider and Courier Driver Access

To guarantee the safety of residents and your property, the Estate has clear rules regarding service provider and courier access, including short-term access to the Estate. The rules are in place to ensure residents' peace of mind that any contractor or service provider entering the Estate meets the required criteria. It also means that you can rest assured that anyone coming to your residence or delivering something to your neighbour's residence has been thoroughly vetted and approved by Security.

Why does the driver not have access?

The Estate Rules clearly state that any driver caught speeding or who causes damage to property is banned from the Estate until the penalty has been paid in full. Unfortunately, not all drivers communicate this to their employers.

Single Entry Exceptions

Are you expecting a delivery from a company not registered on the biometric access system? If so, please email security@vdvhoa.co.za with the driver's details and a copy of their ID or passport. If approved, access will be granted for a single entry for one day only.

Exceptions on Merit

The Security Team may make exceptions based on merit, particularly in emergencies. Residents can email security@vdvhoa.co.za during office hours or contact the Duty Manager at the Security Control Room at +27 (0)21 867 1201 for assistance.

Your cooperation is vital in keeping our estate a safe and secure environment for everyone.

Golf Cart'ing About

Golf carts are excellent modes of transport for various activities, from work to leisure. Whether visiting neighbours or heading to the pools, gyms, padel courts, or tennis courts, a golf cart offers a quick, easy, and eco-friendly way to travel.

To ensure safety and harmony within our community, following the rules for operating golf carts is vital. Golf carts may only be driven by individuals aged 18 and older with a valid driver's license with at least a code 8. Individuals with a learner's license or international learner's permit may operate a golf cart only if accompanied and supervised by a licensed driver. All golf carts must be

equipped with essential features, including headlights, brake lights, rear-view mirrors, and indicators for safety.

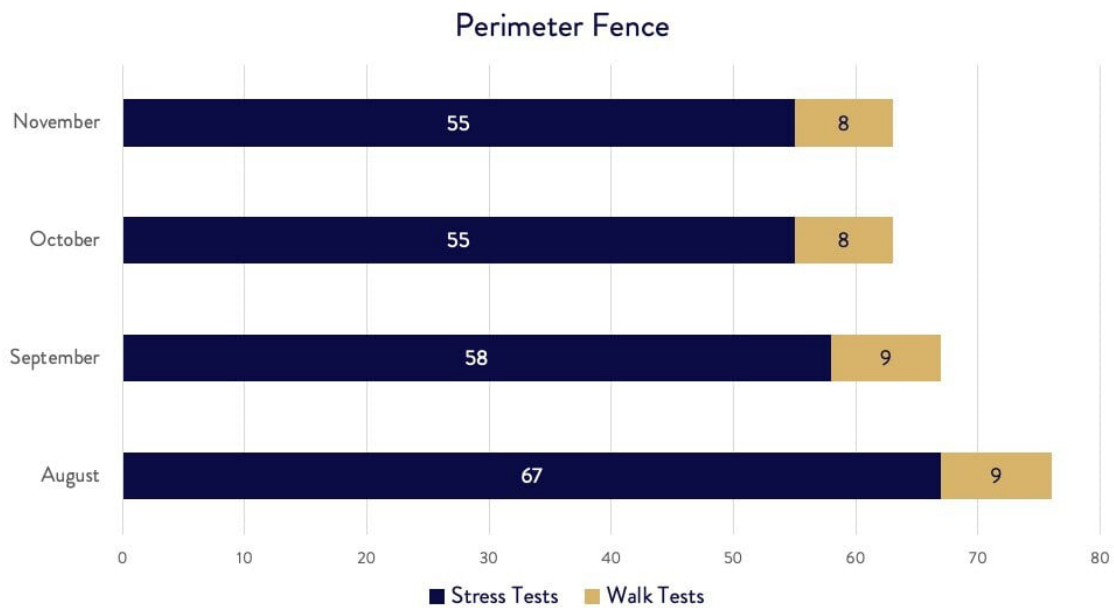
Snakes I Catch and Release

All Security Managers, along with the tactical team and responders, are trained and certified in snake capture and removal. Venomous snakes are safely relocated to the wild areas in the hills near the reservoirs, while non-venomous snakes are released into the nearby mountains.

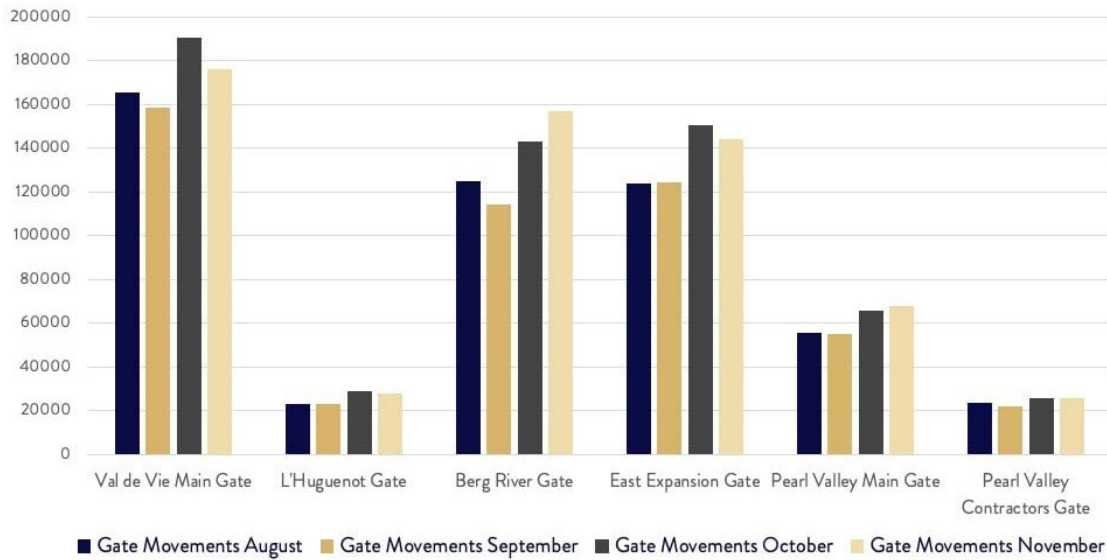
Like most wild animals, snakes fear humans and, in most instances, will move away from us. Attempting to catch or kill snakes will force them to defend themselves. If you spot a snake, do not touch or try to catch it. Stay calm, keep a safe distance and call Security immediately at +27 (0)21 867 1201 or +27 72 900 3954 for assistance. In the rare event of a snake bite, please seek immediate medical attention.

Safety in Numbers

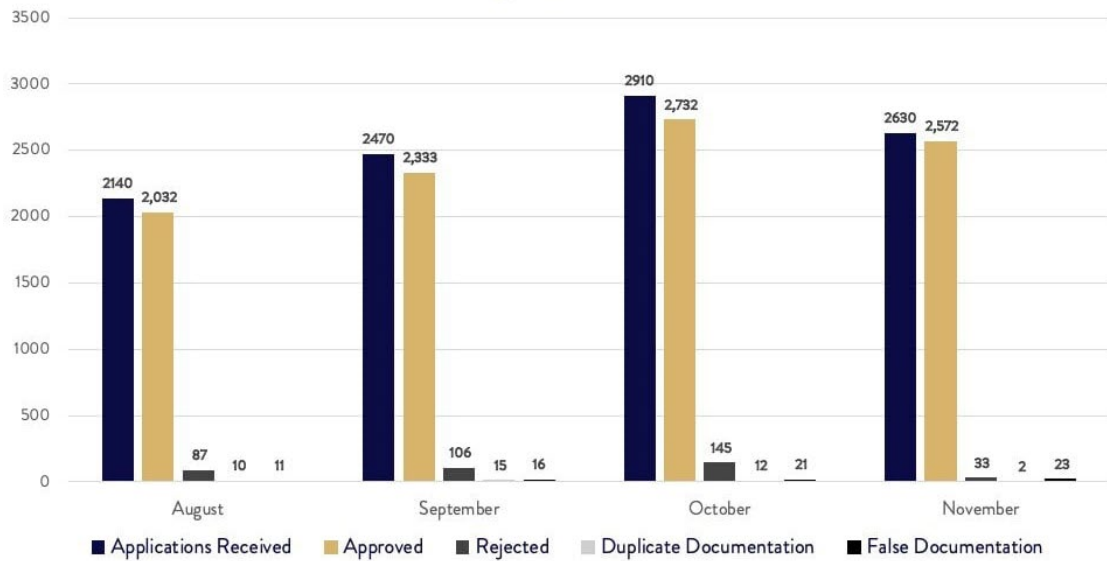
The best practices the Security Team established here are highly regarded and are now implemented by many other estates across the country.



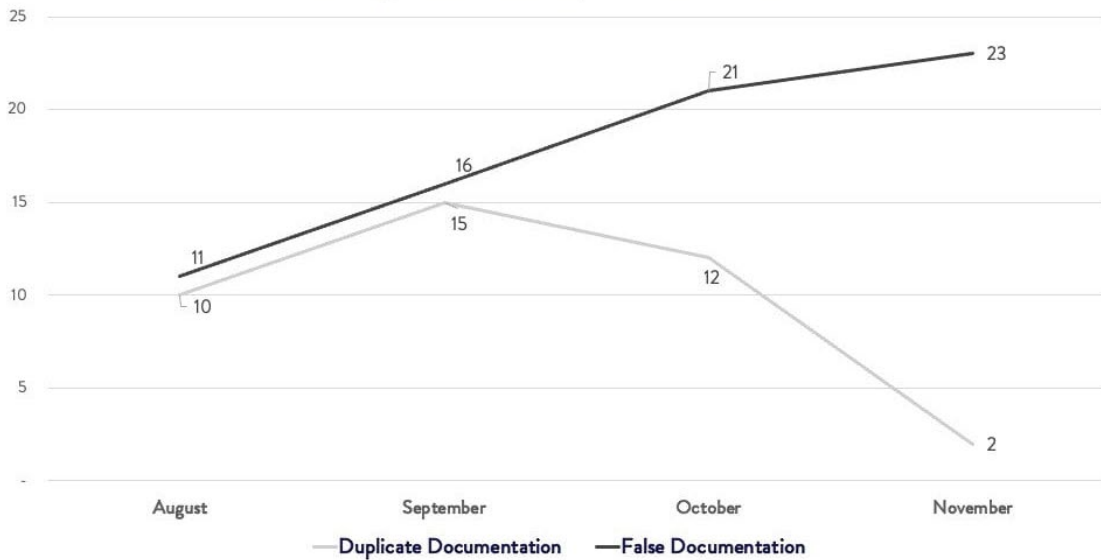
Gate Movements



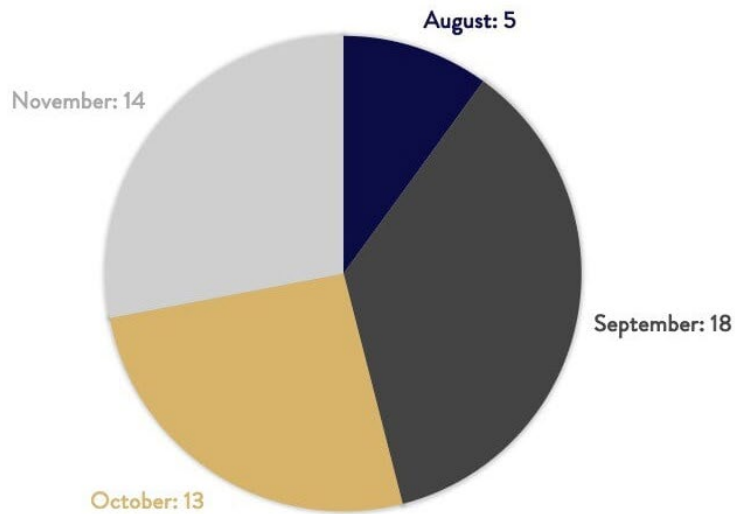
Background Checks



Background Checks | Documentation



AMBULANCE CALLOUTS



Staying Fire-Safe This Summer

Summer is a time for sunny days and outdoor enjoyment, but it also brings an increased risk of fires. By staying vigilant and taking proactive measures, we can safeguard our homes and community while enjoying the season responsibly. If you see or suspect a fire where there shouldn't be one or notice a fire that seems out of control, please contact the Security Control Room immediately at +27 (0)21 867 1201 or +27 72 900 3954. Your prompt action can make a vital difference in ensuring everyone's safety.

Maintain Your Property

Clear dead plants, dry leaves, and overgrown grasses regularly, as these can act as fuel for fires. Trim tree branches and shrubs away from buildings to minimise fire spread.

Summer Time, Braai Time

Keep grills and barbecues at least three meters from buildings, fences, and overhanging branches. Designated picnic sites are available for residents' use, with well-constructed braais/fireplaces. Always have a fire extinguisher or water source nearby, and never leave cooking appliances unattended to prevent accidental fires.

Dispose of Items Responsibly

Glass bottles left outdoors can magnify sunlight, igniting dry vegetation. Cigarettes should be extinguished properly and disposed of in containers, never on the ground or thrown out of car windows.

Practice Electrical Safety

Inspect fans, air conditioners, and other appliances regularly, as faulty devices can overheat. Avoid overloading outlets or extension cords, which can cause fires.

Store Flammable Materials Safely

Proper storage of flammable materials is crucial in reducing fire risks. Always store gas cylinders upright in well-ventilated areas, away from direct sunlight and combustible materials. Firewood should be stacked at least 10 meters away from your home to minimise the risk of ignition and fire spread.

No Fireworks or Crackers

Fireworks and firecrackers are not permitted under any circumstances.

Stay Prepared

Ensure your smoke alarms are tested regularly and your evacuation plan is known to everyone in your household. Simple precautions go a long way in ensuring safety and peace of mind.

Stay Safe and Secure While Out and About

Exploring South Africa or venturing beyond our borders, enjoying your day should be a positive experience. Taking proactive steps to ensure your safety and protect your belongings is always wise. Here are some tips to help you stay secure while out and about:

Stay Aware of Your Surroundings

Keep your eyes up and stay mindful of your environment. Avoid distractions like excessive phone use, which may distract you. Trust your instincts - if something feels off, don't hesitate to remove yourself from the situation or seek assistance.

Keep Your Belongings Close

Carry your handbag or backpack securely, keeping it close to your body with the openings facing inward. If you have a backpack, consider using interior compartments for valuables.

Blend in, Avoid Displaying Valuables

While out, keep expensive items like jewellery, phones, or wallets out of sight. Avoid opening your bag in crowded places where others might be watching. Keeping things discreet helps you stay under the radar.

Be Mindful in Crowded Spaces

Pickpockets tend to operate in crowded areas like shopping malls, markets, or public events. Keep your bags secured and zipped, and never leave them unattended or hanging on the back of a chair.

Car Jamming | Lock it, Check it

Car jamming is on the rise. Criminals use signal jammers to interfere with a vehicle's locking system, preventing the car from locking properly and leaving it vulnerable to theft. Car jamming often occurs in parking lots, shopping centres, and other busy areas. Fortunately, you can safeguard yourself and your belongings with simple precautions.

- After pressing the lock button on your key fob, manually check the car doors to ensure they are securely locked before walking away.
- Park in well-lit, high-traffic areas. Parking closer to entrances or near security cameras can add an extra layer of safety.
- Do not leave valuables like bags, laptops, or electronics visible in your car. If necessary, store them discreetly in the boot before reaching your destination.
- Stay alert and aware of anyone loitering in parking lots or appearing overly interested in your actions.
- If you suspect jamming devices are being used, notify parking lot security or local law enforcement immediately.

Car jamming thrives on inattention. By staying aware and taking proactive steps, you can protect yourself and your vehicle from becoming a target.

Reservoir Water Level Inspection

On a lighter note, one of the senior technicians assisting the Security and Maintenance Teams recently inspected the water levels and security equipment at the reservoirs...up close and personal.






As the festive season approaches, we wish all residents a joyful and secure holiday period. Whether you are staying at home, travelling in SA or beyond the borders, we encourage you to stay mindful and prioritise your safety.

Thank you for your cooperation and support throughout the year. We look forward to continuing to serve our community in the year ahead.

Yours in Security
The Security Team
9 December 2024

PEARL VALLEY CONTACT DETAILS

PEARL VALLEY HOA

-  021 867 8000
-  info@pvhoa.co.za
-  debtors@pearlvalley.co.za (Levy Accounts enquiries)
-  www.pvhoa.co.za

SECURITY

-  Security Control Room – 021 867 1201
-  Pearl Valley Main Gate - 021 867 1203
-  Val de Vie Main Gate - 021 863 6110/6138
-  Berg River Registration Centre - 021 863 6137

EMERGENCY CONTACT DETAILS

-  ER24 Paarl - 084 124
-  Paarl Mediclinic - 021 807 8000
-  Medicross Paarl - 021 872 3867
-  SAPS - 021 807 4000
-  Ambulance - 101 77
-  Paarl Fire Brigade - 021 872 2323
-  Drakenstein Municipality - 021 807 4500
-  Voltano Metering App - 086 186 5826