

DE TIJGER ESTATE

Home Owners Association

Special Newsletter No 2: March 2022

Dear owners and residents

I trust that a very high fuel price will not dampen the positive outlook that was expected for this year. We have been looking forward to a year with less restrictions and other negative aspects of Covid. Let us remain positive!!

It also looks as if load shedding will be with us for a while. We therefore request that we remain vigilant during the hours of darkness as this is the time that crime may be lurking. We also would like to remind residents that noisy generators are not allowed as per our "Rule Book", which is in line with the CoCT by law, where continuous noise may not exceed 55dB during daytime (6am to 9pm) and 45dB during night time (9pm to 6am) in residential areas.

This is also the year that we introduce our new security system. As per normal, with new things, we expect to experience "teething problems", but we hope to resolve them as they come up. Over the past months we have planned and implement the new security system, to the best of our knowledge and that of our advisors. We have consulted widely and given a few companies the opportunity to make proposals. We also have been to visit other control rooms, to learn from them and therefore trust what we have expanded and improved our security in the estate.

1. CCTV Cameras

Over the years, we have installed 12 x CCTV cameras, placed at strategic positions within the estate. These cameras give a clear, bright view, even at night. To date, the display of these cameras was in the District Watch Offices, and footage viewing could only be obtained on request, after a police reference number was provided. A fee was payable for the "search" to obtain relevant footage.

The problem was that most "thefts" or other problems were only discovered "hours" after the actual occurrence. By then, the culprit was long gone and the stolen property had already changed hands.

2. Security Office

The security office was completed during the month of February 2022 – with only the sewer and electrical connections outstanding.

Despite numerous consultations with the municipality since January 2022, the following comment was received from the municipality earlier this month: *"Please note that because a new cable needs to be laid, wayleaves has to be applied for. Please note that general wait time for wayleave approvals can be up to three months"*.

The delay of getting the security office operational is now in the hands of CoCT to provide the required connections. Once this is in place, we will start to move all equipment to the new office to get all operational. The costs to move the existing equipment from DW offices to our new security office was budgeted for and is within the allowable item in the 2022/23 budget.

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3. Implementation of the security system

For those who are new to the estate, we need to provide background to the present system.

The following is a summarised feedback received from City of Cape Town (CoCT) after months of investigation, but not necessarily the view point of those who did the investigations.

Putting up booms at the entrance is not allowed by the CoCT. The regulation stipulates that if a boom is provided, the estate effectively becomes a private estate and the CoCT then no longer has the responsibility for the maintenance of the infrastructure, such as roads and water – resulting in much higher monthly fees to residents, to maintain the infrastructure.

Blocking of cars at the entrance could result in congestion and other traffic problems – this is despite the fact that the road reserve is wide enough for implementing additional lanes.

Due to these restrictions, DTHOA had to go for plan B to eliminate years of application and motivation.

4. Security Office Budget

Five security companies were approached to provide a proposal for the manning and operational phase of the security office. These proposals were evaluated and by means of an auditable scoring method, the contract was awarded to District Watch Security.

Based on the phased approach, the security office will be manned only during night time, from

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18h00 to 06h00 the next morning. Additional to the night shift, the office will also be manned on Mondays – dustbin day – from 06h00 to 18h00. This will ensure that “bin scratchers” are limited and in particular the observation of things being removed from the estate on Mondays. This option will require no increase in the monthly levies.

To expand the manning of the security office on a 24/7 basis, for the rest of the year, will cost an extra R100 per month for each of the properties within the estate. This is for a period of 8 months until the end of the present financial year – end February 2023. This matter will be on the agenda for the Annual General Meeting (AGM) that is planned for May 2022. Future planning and the operation of the security office will then be discussed and amended in a democratic way. The application or the use of the reserve fund will also be open for discussion.

5. Operation of Security office

The transfer of all the CCTV equipment and monitors to the new security office is scheduled for end of March 2022 – subject to CoCT providing services as stated. We have considered a solar connection to resolve the electrical connection delay, but are still stuck with the sewer connection. With this in mind, we are still hoping to have the security office manned and operational by early April 2022.

It is important that all residents understand the operation and function of the security office. All properties still need to have their own and individual security and alarm company to monitor their house. We need to ensure that the respective security companies still need to do their daily patrols that they have provided in the past. The security person will monitor all 12 cameras on the screens provided in the security office. Any suspicious activity will be monitored, and if required the security person will call in a patrol car, who will drive to the position in the estate where attention is required. All the time the security person will monitor the intruder and inform the patrol car on the latest position of the intruder. In the past, we had the situation of the intruder jumping behind a bush when he saw the approaching lights of the patrol car. This situation will now mostly be eliminated by the monitoring of the intruder on the CCTV system while the patrol car closes in on the intruders' position. By means of the CCTV the last position of the intruder can be identified – or it can be identified that the intruder has now skipped to the next street by jumping a fence. The possibility of losing the intruder is now less – but the main advantage is that the matter is attended to immediately and not only the following morning, when the owner discovers something is missing. In the past many things have happened while all of us were sleeping!!!

The entrance of the estate will also be monitored. All suspicious cars will be reported and if required, the patrol car will be called in. The warning from the Licence Plate Recognition (LPR) camera at the entrance, will result in immediate reaction by the security company. Any pedestrian leaving the estate needs to have proof (note from resident with mobile no??) to prove where the items that he/she is carrying were obtained. Most big items that have disappeared over the past months can only be taken out via the entrance to the estate.

The rules and scope of work of the security office will be circulated shortly. This will define the functions and duties of the security officer – but also the limitations of residents to ensure the security person is not misused or intimidated. It must be clear that the security officer will theoretically not leave the security office (or the immediate surroundings) to attend to a non-CCTV

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issue. The eventual action still lies with the patrol car or the individual security companies that are contracted to applicable houses. Access to the security office or instructions to the security person will be limited to the relevant persons who have been accredited or authorised.

6. The Future

Over the past years we have enclosed the fencing around the estate and expanded the CCTV system. We are now moving to the next phase of monitoring our own CCTV and entrance control. There will be teething problems and by means of constructive comments, we can improve the system and the safety in our estate.

All improvements and expansions do cost money, but, as to date, we need to expand within the approved budget and the requirements of the community. The system will be as good as the implementation and cooperation of all its residents. Collectively we can build a better community and live in a safe area, where we are proud of what we have achieved.

DTE Board of Trustees: 2022/23
March 2022

Managing Agents - DTST:

De Tijger Sectional Title Pty Ltd (DTST) is the Managing Agent for the estate. Their contact details are as follows:

Offices: Unit 1, Canal Edge IIIA, Fountain Drive, Tyger Waterfront, Carl Cronje Drive, Bellville, 7530

Postal Address: PO Box 3632, Tyger Valley, 7536.

(t) (021) 914 0172 / (f) (021) 914 0178

Access & General Inquires - reception@dtst.co.za

Maintenance Issues - maintenance@dtst.co.za / admin@dtst.co.za

Account & Levy Queries: Marli de Villiers - accounts1@dtst.co.za

Complaints - info@dtst.co.za

Clearance Certificates - lcc@dtst.co.za

General Concerns & Trustee Matters - jan@dtst.co.za

District Watch Security Control Room Tel no: 021-559-3024

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Contact Details of 2021-2022 De Tijger Estate Board of Trustees

Name	Photo	Portfolio	Address	e-mail address	Phone Number
Stan Hilliar		Webpage updates & maintenance	19 Simone st	stanhilliar@gmail.com	082 334 8636
Roelof Loots		Chairman Signatory Embankment Budget & Finance Building Plans	40 Chantell st	rloots2@gmail.com	071 987 6376
Julian Matthews		Gardens, Parks & Aesthetics	17 Dauphine st	julesmatt35@gmail.com	082 902 5675 021 930 6009
Colette McLeod		Signatory Accounts & payments Infrastructure	1 Dominique st	MrsMac101@gmail.com	081 784 4500
Michael Theart		Security & Entrance Monitor	22 Chantell st	miketheart@gmail.com	082 375 3296
Theo Ehlers		Security Office & municipality co-ordinator	90 Simone st	theo.ehlers24@gmail.com	072 811 9817