

DE TIJGER ESTATE

Home Owners Association

Newsletter No 4: June 2022

Dear owners and residents

The annual AGM meeting was held on 25 May 2022 at the Tygerberg School. Despite the threat of load shedding later the evening, we had a very good turnout for the meeting. This letter will focus on the main items that was discussed so all that could not attend the meeting can be updated on events.

1. Finances

Audited statements were presented showing that the finances of the estate is healthy and that expenditure was within the budget as allowed.

2. Security

A presentation on the progress and status of the security office was given. In summary it was confirmed that the building was completed at the end of February and that the electrical connection was done during the month of May. The sewer connection is still outstanding but we trust that this will be done during the month of June.



Irrespective of the outstanding sewer connection, the trustees decided that the office should become operational as from 01 June 2022, and that a chemical toilet will be provided until the sewer problem is resolved. The installer of the CCTV equipment has installed the required equipment and will have the office up and running when the security personnel will start at the beginning of June.

During the meeting the attendees were informed that the security service will only be from 18h00 to 06h00 in the morning due to budget restraints. A 24/7 security service, and only with more funds, can be provided in the new financial year to allow for a 24/7 security service. The attendees however unanimously voted that the 24/7 service should be implemented immediately. Security in the estate is too important to not have our new system operating at 100%. It was therefore agreed that the short fall of the money from the security service/contract will be funded from the surplus funds that have been accumulated over the past years. Monthly levies will therefore remain at R 500 pm until end of February 2023.

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To fund the future security service on a 24/7 basis, it will require an additional R100 per month per unit in the estate in the new financial year that will start on 01 March 2023. To balance the rest of the budget, an escalation of only 3% will be applicable in the new year. Monthly levies will therefore be R615pm as from 01 March 2023.

During the meeting the **Security Rules and Procedures** were presented to the meeting. No changes were proposed, but it was reiterated that the security system belongs to all the residents in the estate and that changes will be considered to eventually ensure that the system is effective and will work for all.

The security office will monitor all that is happening in the estate streets by means of the cameras that are placed at strategic places. More cameras will be added as the system expands. Residents are reminded that this system does not replace your existing security system at home, and the HOA cannot take any responsibility for any theft or incident that may take place on your property. With this system in place, you may however negotiate a lower monthly rate with your security or insurance company.

Once the office is up and running, residents will be invited to come and view the office and to see how the office is operating. Thereafter, the office will be out of bounds to all except those that are working in the office or are authorised to be there. Security in all aspects must be applied and respected. See the **Security Rules and Procedures** attached and which will soon be published on the estate website.

We would like to express our gratitude to all that was involved in getting the security office implemented. Also a thank you to those that donated different items to the security office.

General: Until we make new changes, continue to report any security-related incident to **District Watch Control Room at 021-559-3024**. A security mobile number for the security office will be provided once everything is up and running. Early reporting is important to ensure DW can respond soonest. We therefore request residents to phone DW soonest and then confirm on the Security Group that the incident was reported. This will ensure that everyone is aware of the action taken. Our coordinator for all security related aspects within the estate is **Michael Theart 082 375 3296**.

3. Trustees

During the meeting the existing trustees were unanimously re-elected for the next 12 month period. The names and details is shown at the end of this newsletter.

4. DTE website: www.detijgerestate.co.za.

We would like to encourage residents to use the DTE website: www.detijgerestate.co.za. The intention is to add more potentially useful information to the site and provide documents and letters to update owners and residents on relevant details and about developments in the estate.

Residents are also encouraged to provide comments on how to improve the webpage.

The webpage also includes the "Rule Book" that provides guidelines for building renovations, other improvements and general rules of the estate.

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5. Service & Infrastructure

We are glad to report that all potholes have been fixed. The same applies to street lights. Please report all problems directly to the CoCT. Relevant municipal contact numbers are available on the DTE website at www.detijgerestate.co.za

6. Building Plans

One new building plan / improvement was approved during the reporting period.

Be aware that all building works must be approved by the trustees before submission to the municipality. See details in the “Rule Book”.

7. Gardens

Inspection of properties is done on a monthly basis. We are proud of those that do make an effort to improve the looks of their properties. But, we sadly also need to report that there are a few properties where the residents are continuously reminded that they need to improve the condition of their properties. The winning garden for this month is 30 Simone Street:



Let us work on those gardens that are not doing our estate proud. Talk to your neighbours and encourage them to take pride in where we live.

DTE Board of Trustees: 2022/23
June 2022

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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 - mp@dtst.co.za

Clearance Certificates - lcc@dtst.co.za

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

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

Contact Details of 2022-2023 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	rlots2@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

De Tijger Estate

Security Office Procedures and Rules.

Purpose:

- To reduce crime levels by deterring potential offenders.
- To reduce the fear of crime amongst residents.
- To help ensure fast and effective response in emergency situations.
- To assist in the detection and prosecution of offenders.
- To help secure a safer environment for the residents, security staff and other stakeholders.
- To monitor assets and property safely and effectively.

Ownership

- De Tijger Estate HOA and its members retain the ownership of the Control Room and systems, equipment and footage therein.
- De Tijger Estate HOA and its members have copyright of all images, photographs and documents in relation to the Control Room.

Service Providers

- **North Guarding (Pty) Ltd** – Responsible for manning the Security Office and monitoring movement within the Estate.
- **District Watch Group** – Responsible for the armed response service as required by the Security Office.

Control and Operation

- All use of the cameras will be in accordance with the Standard Operating Procedures (SOP) of the Control Room, Code of Practice and Protocols.
- Utilization of the CCTV system by parties outside the Client Services Agreement, requires prior approval from the authorized Trustees of the De Tijger Estate HOA.
- User Access permitting viewing right or operational use of footage or information of the CCTV systems can only be authorized by the De Tijger Estate authorized Trustees.

Access control

- The entrance to the estate at Fairfield North Street is the only entrance to the estate. There is no other exit to the estate and therefore no possibility to pass through the estate. All entering the estate must have a defined destination within the estate and no loitering in the estate will be allowed.
- The security officer (SO) has the right to monitor the access and exit of all cars and pedestrians.
- The SO has the right to ask for identification of every driver or pedestrian.
- The SO has the right to ask for the visiting address or purpose of entering the estate.
- Builders or other contractors must apply for temporary permits to work in the estate at a particular address.
- All vehicles or pedestrians will be requested to provide proof that they are authorized to remove the items in their possession. Residents to provide a note to the SO to identify the items to be removed, together with the street address and mobile number of the resident releasing the items.

Access to recorded Material.

- Security measures and procedures will ensure that no unauthorized access to, alteration, disclosure, accidental loss or destruction of recorded material can occur.
- Recorded material will be treated according to the defined procedures, to ensure continuity of evidence.
- All recorded material will be subject to random inspection by either North Guarding or the authorized trustees of the De Tijger Estate HOA.
- Access to recorded material by Partner Agencies, External Agencies of individuals representing themselves in court for the purpose of legal proceedings, may make application to the De Tijger Estate HOA / authorized Trustees in accordance with procedures and protocols, as set out by the legal governing acts, as well as the De Tijger HOA.

Use of Recorded Material.

- Recorded material will not be sold or used for commercial purposes or for the provision of entertainment.
- The showing of material to the Public will only be allowed in accordance with the needs of S.A Police Services (SAPS) in connection with the investigation of a crime or in any other circumstances provided by law and approved by the authorized Trustees of the De Tijger HOA.
- Access to and release of the recorded material or photographs will only be permitted for reasons that are in accordance with legal purposes or for reasons defined by the Trustees or legal representative of the De Tijger HOA.

Footage Availability

- To SAPS for the purpose of investigation or prosecution.
- To De Tijger HOA trustees and members or their lawyers for the legal defence of their client.
- To Any other parties at the sole discretion of the De Tijger HOA trustees and as approved by them.
- **Before any footage is released, the following must occur:**
 - The correct form must be completed and submitted to and approved by the authorized trustees. The applicable application form is available on the De Tijger Estate website at www.detijgerestate.co.za).
- Suitable Identification is supplied that identifies the person collecting the footage.
- Suitable proof of delivery must be obtained upon release of the footage.

Release of original recorded materials.

Original footage shall not leave the Control Room, unless;

- It is delivered into the custody of the courts in response to a subpoena, search warrant, or other relevant legal documents.
- It is taken to court as evidence by a Control Room Operator.
- Or in other circumstances as determined by the trustees of the De Tijger HOA and the North Guarding Management Team.

Procedure to obtain footage

- Contact the authorised HOA trustee – details will be available on the website www.detijgerestate.co.za or in the Newsletter that is sent out regularly.
- The form provided on the internet needs to be completed in full and handed or sent by e-mail to the authorized HOA trustee. The form must be complete and all fields completed to ensure sufficient information is provided.
- The date and time of the incident must be clearly defined to ensure the correct footage is obtained. If a search of longer than 30minutes is required to obtain the required footage, then a fee will be chargeable as reflected on the application form.
- Only footage related to criminal activities in the estate will be made available, subject to the approval of the authorized trustee. No footage of domestic violence will be made available, unless so instructed by SAPS

General Rules applicable to the De Tijger Estate Security Office

- No member of the general public will have access to the Security Office.
- No member of the De Tijger HOA will have access to the Security Office.
- Only the staff of North Guarding and the authorized trustees or approved service providers will have access to the Security Office.
- Should any member of the De Tijger Estate HOA require access to the Security Office it will be at the discretion of the De Tijger Estate HOA Trustees.
- The Security Officer may under no circumstances leave the Security Office unattended, at any given time.
- The Security Officer may under no circumstances be called away from the Security Office to attend to a personal emergency at any of the resident's houses.
- Under no circumstances may any parcels be left at the Security Office for collection by couriers or persons. Furthermore, no parcels may be dropped off at the Security Office by courier or persons for collection by residents living in the Estate.

Procedure in an emergency to monitor a particular incident / emergency

1. Phone the security office at TBA
2. Provide full name, address and mobile number.
3. State the street name and number where the emergency needs to be monitored.
4. Provide info regarding the emergency or incident.
5. The monitoring officer will ensure that the emergency can be visually monitored / is visible on the screen and confirm which the best camera to monitor is.
6. If required, the monitoring officer will phone the DW patrol car to respond to emergency / incident soonest.
7. DW patrol car will be guided by the monitoring officer to the scene of incident / emergency.
8. If the transgressor moves within the estate, the monitoring officer will direct the patrol car to the latest position of the transgressor, by following his movement on the CCTV cameras.

By Order.

The De Tijger Estate Home Owners Association Trustees.

REQUEST FOR ACCESS TO INFORMATION

1. Particulars of person requesting access to the information / records:

Full Name:	
Street Address:	
Mobile Number:	
E-mail Address:	

2. Particulars of Recording

(a) Provide the full particulars of the recordings to which access is requested including the date and time if that is known to you to enable the correct records to be located.

(b) If the provided space is inadequate please continue on a separate page and attached it to this form. The requester must sign all the additional pages.

(a) SAPS CAS / Enquiry reference number:	
(b) Camera location required:	
(c) Description of the event / events including location, date time and additional information (clothing description, vehicle description or any relevant information) that can assist in the locating or identifying of the records / recordings:	
Location:	
Date:	
Time:	
Any other details:	

3. Particulars of Records / Recordings:

Mark the applicable box with an X

Notes:

(a) Compliance with your request for access in the specified form may depend on the form in which the records is available.

(b) Access in the form requested may be refused in certain circumstances. In such case you will be informed if the access will be granted in another form.

3.1 If the record is in written or printed form:

3.1.1 View Record

☐

3.1.2 Copy of Record

☐

3.2 If record consists of visual images (this includes of slides, video recordings, computer generated images):

3.2.1 View the image

☐

3.3.2 Copy of image

☐

3.3 If records consists of recorded word or information which can be reproduced in sound:

3.3.1 Listen to the voice recording

☐

3.3.2 Copy of the voice recording

☐

3.4 If record is held on a computer or in an electronic version (reproducible):

3.4.1 View computer generated record

☐

3.4.2 Printed copy of computer-generated record

☐

3.4.3 Copy on portable disk format of computer generated record

☐

4. Decision regarding request of access:

The applicant will be notified in writing whether the request has been approved / denied and communicated via e-mail or SMS. Please indicate the preferred manner of communication with regards to feedback of the applicants request for access to records:

E-mail

☐

SMS:

☐

Signed at: _____ this day _____ of _____ 20____

Signature of requester

For official purposes only		
Date request was received:		
Request for information approved:	YES	NO
Request handled by Name:		
Request handled by Signature:		