

Clearwaters Cove Home Owners Association NPC

Security Policy

Updated 2019-02-23

Introduction

The largest attraction to Estate living is the protection of one's property price, by ensuring Security is kept at a maximum.

To achieve this there needs to be management from the Home Owners Association, Control from the Security Company and buy in from member and residents.

A.

Members Responsibilities

1. Security protocol at the gate must be adhered to at all times. Under no circumstances may residents or any person other than the security personnel, Directors or maintenance personnel be allowed into the Gate House and Security perimeter.
2. The CWC security identification system for permanent workers, temporary workers and contractor representatives must be conscientiously enforced by every owner with respect to people in his/her employ.
3. All owners must ensure that their visitors adhere to security protocol and residents are requested to always treat the security personnel in a co-operative manner.
4. All owners must ensure that contractors in their employ adhere specifically to the security stipulations of the Contractors Code of Conduct.
5. All attempts at burglary or instances of fence jumping must immediately be reported to a member of the security staff.
6. New occupants (owners/tenants) must advise the CWC Office of their home telephone/cellular phone numbers, stand number and address to enable Security to make telephone contact for permission to allow visitors to the residence.
7. No property may be secured with razor wire, electric fencing or similar fencing during or after the construction period.
8. Residents on the perimeter fence are responsible for keeping overgrowth at least 1 meter clear of the electrified fence.
9. Residents on the electrified perimeter fence must advise any visitor of the dangers pertaining thereto.
10. No resident may issue instructions to Security Personnel.

B.
CWC HOA Responsibilities

The CWC HOA will provide the following facilities and support to the Security Services Provider to assist in the provision of an effective and efficient Security Service:

1. A Security gate-house to serve as a control-center for the security contractor.
 - a. The gate-house will house a 2-way radio system, and the power and alarm system for the electric fence.
 - b. The gatehouse will contain a toilet and wash basin.
2. A working Cell phone with The Police, Emergency Services and Urban Security contact persons, as well as the Estate Management Company representative's number programmed into.
3. An operating electric fence around the perimeter.
4. A Security Operations Procedures Manual.
 - a. Manual to be kept at gate-house and to include:
 - i. Procedures and forms for operating the access control system; CWC
 - ii. Operation of the Radio communications system; SSP
 - iii. Operation of the in-house communications system; SSP
 - iv. Job descriptions for day & night staff; Both
 - v. Record of relevant CWC policies & procedures; CWC
 - vi. Complaints procedure; Both
 - vii. Emergency Response procedure; both
 - viii. Incident Reporting procedure. both
5. Periodic performance reviews of the Security Service provider.
6. To develop a template for the performance review in partnership with the same Security Service Provider.
7. A provision of cleaning materials for the Guard House and Toilet.

B.
Security Service Provider's Responsibilities

1. Provision of a 24 hour security service.
 - a. This will include a continuous presence at the security gatehouse and security patrols where required;
 - b. Provision of continuous 24 hour access control.
 - c. Provision of security patrols, including the patrolling the perimeter fence and reporting malfunction to the estate management when required.
2. A 2 – way radio system to enable reliable communication between the onsite Security and the Provider's call center / management.
3. The Security Service Provider to report to the CWC Estate Management Company on all matters pertaining to management of the Security Services Contract;

4. Provision of competent and reliable security personnel in compliance to all relevant employment laws and regulations;
5. Smart personnel at all times in appropriate uniforms. This will include protective clothing for working in wet and cold weather.
6. Security Personnel to wear name tag at all times.
7. Provision of reflective wear for roaming night guard.
8. Provision of rechargeable torches for night patrol;
9. Training and familiarization of security personnel in the operation of CWC and their own security equipment (radios etc.) and the compliance to security policies and procedures as outlined in the CWC Operations Manual as provided to the Security Service Provider by the Estate Management Company;.
10. Provision and management of a Disciplinary Code & Procedure;
11. Provision of (confidential) security staff personnel records, when staff are appointed, including:
 - i. Full names, addresses and contact numbers;
 - ii. Copies of staff employment contracts
 - iii. Copies of ID;
 - iv. Qualifications & Work Records;
 - v. Police Clearance Certificates;
 - vi. Training Courses/Certificates.
12. Define a regular Security personnel Rota plan with the Estate Management Company;
13. Reliable transport of day and night security staff to and from CWC Security gate-house.
14. Housekeeping of Security Gate-house to ensure it is kept clean and tidy;
15. Provision of a Weekly Security Operations report to CWC Estate Management Company. Contents and format of report to be agreed by Estate Management Company;

Personnel Requirements

1. Day Shift
 - a. 1 Guards to man the Access through the Main Gate, and other gates when required.
 - b. 1 Guard to Patrol an agreed area.
2. Night Shift
 - a. 1 Guards to man the Access through the Main Gate, and other gates when required.
 - b. 1 Guard to Patrol an agreed area.

Job Description – Day Shift

1. All Day-shift to report for duty in a smart and clean uniform at the CWC Security Gatehouse;

2. Security Supervisor to supervise handover from night to day staff, including function-checking of all equipment;
 - a. Security Supervisor to check daily report book, sign and report any incidents to the CWC Estate Management Company, in a weekly report.
3. The day-shift will consist of 1 gatehouse men and a patrolman.
 - a. The gatehouse men will comply to the following:
 - i. One will remain at the gatehouse for the duration of the shift. The should have continuous radio contact with the Patrolman and the Security Supervisor;
 - b. The Day-shift patrolmen will comply to the following:
 - i. To maintain constant radio contact with the gatehouse control center when on patrol;
 - ii. To monitor the security of all buildings that are not occupied and to report any discrepancies to the gatehouse, such as open or broken windows and doors;
 - iii. To report any builders moving off their allotted building sites.
 - iv. To remain within the CWC perimeter fence.
4. To remain alert at all times and to report any concerns or non-compliances to the Security Supervisor;
5. To operate the security gate and to manage all visitors, couriers and deliveries to the estate in compliance to the CWC Access Control system. All non-compliances or problems to be reported immediately to the Security Supervisor who will attempt to resolve the issue in an acceptable manner. If not able to resolve, Security Supervisor to report to the Estate Management Company for his assistance;
6. To assist all residents and visitors in a polite and cooperative manner;
7. To prohibit access to any Hawkers;
8. There are two gates with padlocks to allow water affairs access to their inspection road. These gates are to be kept locked at all times.

Job Description – Night Shift

1. Night Shift to report for duty in in a smart and clean uniform at the CWC Security Gatehouse;
2. Security Supervisor to supervise handover from day to night staff, including function-checking of all equipment;
 - a. Security Supervisor to check daily report book, sign and report any incidents to the CWC Estate Management Company in a weekly report.
3. The night-shift will consist of a rotating gatehouse man and 2 patrolmen, every two hours.
 - a. The gatehouse man will comply to the following:
 - i. Will remain at the gatehouse for the duration of the night-shift. He should have continuous radio contact with the Patrolmen and the Security Supervisor;

- b. The night-shift patrolmen will comply to the following:
 - i. To maintain constant radio contact with the gatehouse control center when on patrol;
 - ii. To monitor the security of all buildings that are not occupied and to report any discrepancies to the gatehouse, such as open or broken windows and doors;
 - iii. To report any discrepancies including street lights that are not working, damage/holes in the perimeter fence, water leaks, over-flowing sewage.
 - iv. To check building sites have been properly secured and vacated and there are no contractors on site;
 - v. To remain within the Aloes perimeter fence;
- 4. To remain alert at all times and to report any concerns or non-compliances to the Security Supervisor;
- 5. To operate the security gate and to manage all visitors to the estate in compliance to the CWC Access Control system. All non-compliances or problems to be reported immediately to the Security Supervisor who will attempt to resolve the issue in an acceptable manner. If not able to resolve, Security Supervisor to report to the CWC Estate Management Company for their attention and assistance;
- 6. To assist all residents and visitors in a polite and cooperative manner;
- 7. To prohibit access to any Hawkers;
- 8. There are two gates with padlocks to allow water affairs access to their inspection road. These gates are to be kept locked at all times.

In the event of Emergency in the Estate:

Radio the gatehouse and report incident.

Duty personnel in gatehouse House:

- 1. Alert SUPERVISOR.
- 2. Remain with the incident or Emergency until advised.
- 3. Supervisor to respond to check Emergency.
- 4. Supervisor to advice on Calling Police.
- 5. If Police are called Supervisor to call PropServ management.
- 6. This MUST be written in Duty book, with time and time taken to find the fault.

In the event of the Fence Alarm going off:

Duty personnel at gatehouse to radio Patrol personnel.

- 1. Patrol personnel to break route and to go and check the fence line.
- 2. Alert SUPERVISOR.
- 3. Supervisor to respond to check Emergency.

4. Supervisor to advice on Calling Police.
5. If Police are called Supervisor to call PropServ management.
6. This MUST be written in Duty book, with time and time taken to find the fault.