



A GARY PLAYER SIGNATURE GOLF COURSE

SPECIAL NEWSLETTER 5011 21 SEPTEMBER 2011

DAINFERN HOMEOWNERS ASSOCIATION: SECURITY UPDATE

1. Overview

A series of petty crimes in the past few months and a murder committed in Dainfern on 6th September 2011, prompted Dainfern trustees and management to call an emergency security meeting with residents and key security role players on 13th September 2011.

The meeting was aimed at communicating certain circumstances surrounding the murder, getting residents to air any concerns about the security situation and to make suggestions on how security could be improved.

This security update provides a summary of the concerns and/or suggestions raised at the meeting, the responses to the concerns and/or suggestions and the areas to be focused on by Dainfern management and trustees and the outsourced security service provider in order to ensure continued high standards of, and improvement to, Dainfern security.

2. Background

On 6th September 2011 a Chinese national was shot outside a home at 1688 Honiton Drive, Highgate Village and subsequently died in hospital. The incident and certain circumstances surrounding the incident were communicated to Dainfern residents on 7th September in Dainfern Newsletter 4711.

This incident, coupled with the petty crimes that have been reported in Dainfern and similar residential estates in Gauteng in recent months, has prompted the Dainfern trustees and management to conduct a rigorous review of security in the estate in its entirety. As a starting point, the trustees and management called an urgent security meeting for 13th September 2011 for residents to air their views. Residents were notified of this meeting in the newsletter of 7th September and via the electronic notice boards at the two entrances to Dainfern.

The objectives of the meeting were to:

- provide feedback to residents on the above incident, while ensuring that the investigation was not prejudiced in any way;
- record residents' concerns regarding security and consider suggestions from residents on how security could be improved; and
- respond to residents concerns/suggestions.

The meeting was duly held on 13th September 2011 at the Dainfern College Auditorium and was attended by high level personnel in civil structures, including Brigadier Naidoo of the South African Police Services (SAPS), representatives of the Douglasdale Community Police Forum (CPF), directors and operational staff from Fidelity Security Services (FSS) (Dainfern's outsourced security service provider) and Dainfern management, trustees, homeowners and tenants. The meeting was introduced by David Wibberly, a member of the Dainfern security sub committee.

The objectives of this update are to comprehensively:

- present the concerns and suggestions raised by residents;
- present the responses to the concerns;
- identify the issues that Dainfern management and trustees will be focusing on to further enhance security in the estate.

3. Concerns and suggestions raised by residents

Residents raised a number of concerns at the meeting, interspersed with suggestions on how problems could be resolved. For simplicity's sake, these concerns/suggestions have been summarised and listed, in no particular order, under the headings below. It must be emphasised that the authenticity of the concerns have not been verified nor has the feasibility of any the suggestions been tested. While the concerns don't necessarily reflect the views of the Dainfern trustees and management, residents are assured that all of the concerns/suggestions listed will be given due consideration when reviewing the current situation and developing a security strategy going forward.

The following concerns/suggestions were raised at the meeting:

- Regarding the shooting on 6th September 2011:
 - o more comprehensive information should have been provided to residents;
 - o the security personnel that stumbled upon the incident were not equipped to deal with the situation;
 - o the perpetrators should have been apprehended before they left the estate;
 - o it has not been established how the perpetrators entered the estate;
 - o the root cause of the problem has not been identified and/or communicated, which lends doubt as to whether similar incidents can be averted in future.
- Regarding FSS:
 - o there is a lack of professionalism on the part of security personnel and management and FSS doesn't take the Dainfern contract seriously;
 - o feedback and communication is poor, one resident alleging he waited 6 months for a response to emails;
 - o security personnel are not adequately trained nor adequately equipped.
- Regarding security processes, procedures and practices:
 - o there is inconsistency in the application of procedures and processes at the entrances to the estate;
 - o people without access cards traverse the estate on bicycles;
 - o a blog should be launched to improve communication on security matters;
 - o a procedure should be introduced in order to send out a mass alert to residents when there are serious security incidents;
 - o spikes need to be introduced at the entrance as a deterrent to criminals;
 - o every visitor should be screened and recorded before entering the estate.
- Regarding SAPS:
 - o police vehicles are making extensive use of Dainfern as a thoroughfare;
 - o while it is a policy of FSS to 'shadow' police vehicles when they are on the estate, it was submitted that this is not happening;
 - o police officers made calls to residents very late at night to deliver gun licences;
 - o SAPS officers took statements from minor children without their parent's permission.
- Regarding residents:
 - o it is possible that there are criminal elements residing in Dainfern that have to be lawfully identified and evicted;
 - o procedures need to be introduced in order to prevent criminal elements from purchasing or renting property in Dainfern;
 - o there are residents that are wilfully and illegally by-passing security systems and regulations;
 - o residents are responsible for access cards issued to their erven;
 - o residents need to take their share of responsibility for security;
 - o it is easy for undesirable elements to be allowed into the estate by residents.
- Regarding contractors and employees of residents:
 - o the golf course is used as a thoroughfare by contractors and/or employees of residents;
 - o there is poor control around the entry and exit of contractors in that security is unaware as to whether contractors leave at the end of each day or not.

4. Response to the concerns/suggestions

While it was not the intention to resolve the residents' concerns at the meeting, the tabling of concerns elicited a number of responses from Dainfern security role players. These responses are not presented in any particular order, nor are they

exhaustive or directed at any particular concern or suggestion.

- Response from Dainfern management and trustees:
 - o security remains a priority at Dainfern and is a complex task – there are approximately 360 000 ‘transactions’ a month at the gates;
 - o all the concerns and suggestions raised at the meeting will be considered and addressed where feasible, hence the convening of the meeting in the first place;
 - o there will be a report back on the major issues raised in the meeting and the proposed focus areas going forward, by no later than 22nd September (the objective of this security update);
 - o petty crime in the estate had ceased since the arrest of four suspects, two of whom have been denied bail;
 - o security-related incidents are communicated to the residents in the Dainfern newsletter but at the same time there is a requirement that investigations should not be prejudiced by the communication;
 - o there is communication and cooperation with other residential estates in the area on security matters;
 - o communication with SAPS will be improved;
 - o FSS has been the security provider since the opening of Dainfern and management and the trustees are satisfied with their service levels and their commitment to Dainfern.
- Response from FSS:
 - o concerns levelled at the Company and its staff are viewed in a very serious light and there is commitment to resolving the issues;
 - o on the evening of the shooting the two security officers that were at the scene stumbled upon the incident by chance and one of the officers was off-duty on his way home and was therefore not in possession of the standard security equipment;
 - o it took the murderer 1 minute 23 seconds to exit the estate after the shooting, before the second security officer could alert the gate;
 - o FSS is totally committed to Dainfern.
- Response from Brigadier Naidoo, Station Commander of Douglasdale SAPS:
 - o Police vehicles would continue to patrol Dainfern as part of the sector policing initiative;
 - o if there are any complaints regarding the conduct of police, Brigadier Naidoo can be contacted directly;

5. Security focus areas going forward

Since the meeting of 13th September, two subsequent meetings have been held to review the concerns and suggestions regarding security. The first was an internal management meeting while the second was attended by Dainfern management, Dainfern’s attorney, the chairman of the Dainfern Homeowners’ Association, a senior executive and regional and operational managers from FSS.

At the meeting FSS managers on all levels again emphasised their total commitment to Dainfern and together with Dainfern management, have agreed that efforts will not only be directed at resolving current security concerns, but also at developing and implementing more proactive measures to enhance security and combat the increased sophistication of criminal elements. To this end there was acknowledgement by all parties that the security landscape was undergoing major changes and to win the battle against crime the integrated approach to estate security at Dainfern will be further developed and rigorously implemented at Dainfern.

This will involve:

- more rigorous screening of all parties entering Dainfern, including current owners and tenants, prospective owners and tenants, employees of residents, visitors to residents, contractors, estate agents, users of sporting facilities including golf, football and squash, church groups, people attending social functions, staff employed by Dainfern and FSS personnel;
- criminal record and employment checks whenever appropriate;
- proactive collaboration with SAPS, the Hawks, the CPF, the South African Revenue Services (SARS) and neighbouring estates in identifying criminal elements before they enter the estate and lawfully removing them if they already live or work in Dainfern;
- ‘zero tolerance’ of anyone breaching security protocol, accompanied by the appropriate sanction;
- more frequent audits of security processes, procedures and personnel, including FSS and the implementation of corrective action when required;
- more frequent audits of access points and technology, booms, gates, perimeter

fences, cameras, barriers and the like and the implementation of corrective action when required;

- improving communication on security matters including the reporting of incidents, whether they be in Dainfern or the surrounding estates and suburbs, CPF updates and security complaints; and
- ongoing communication to and education of members and residents, who are, ultimately an integral part of the access control regime of the Estate.

Progress on these focus areas will be reviewed at a monthly meeting, and will be incorporated into the key performance areas of the Dainfern estate manager, Dainfern security manager and FSS. There will be formal, quarterly security updates to residents.

In conclusion, it must be emphasised that a safe and secure environment is largely dependent on the cooperation and teamwork of all key stakeholders.

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