



# *Safety & Security Manual*



De Zalze has in addition to its residential development, a substantial commercial aspect, which includes a working wine farm and winery, a Golf Club, Kleine Zalze Lodges, the Terroir Restaurant together with the Winelands Golf Lodges.

In providing these huge benefits to the residents on the Estate, which includes catering for golfers and members of the public, the Estate sees itself as a medium security facility with a huge onus placed on its homeowners in having to apply basic security measures at their premises.



Any obstacle that can be put in place to hinder the progress of the criminal, is encouraged, as ultimately it will only be the Home Owner's systems that will prevent a criminal from reaching his end objective.

Does he attempt to break into a premises that has windows secured and doors closed and or locked, or does he go for the easier option of the house next door where the doors and windows are left wide open?

In addressing the issue of safety and security in and about the home, there is no truer saying than to consider your house your castle, with different levels of barricades in place - the perimeter of the premises being protected by the moat, the drawbridge the door – all designed to exclude unwanted “visitors”.

Our first line of defence against crime is the fence and access gates. It will remain the De Zalze Home Owners Association's focus to make this first line of defence as impenetrable as possible.

It is our intention, wherever possible to use technology, to assist us where it can. Our second line of defence is our security personnel. If both these defences fail, which can never be ruled out, it is only your personal defences that stand between you and a crime being committed on your property.

- Thorburn Security Solutions, who specialise in leisure sites, will take care of the day-to-day access control function, which combines a security function with a strong hospitality approach.
- Xone Security Services specialise in manning security control rooms, where our technology based systems are housed.
- Thorburn Remote Monitoring, who specialise in alarm monitoring and armed response, have responders based on the Estate to provide emergency and medical response to homes at De Zalze only.

- Additionally we have formed a new Neighbourhood Watch, known as the Dennebos Neighbourhood Watch, which includes all the farms along the R44 between the De Zalze Main Entrance and the entrance to the Airport, the Stellenbosch flying club as well as the Stellenbosch Riding Club.
- The association has appointed Sidney van Dyk as Security Manager to co-ordinate all these entities and to act as liaison with Home Owners.
- From the wave of crime that surrounds us all, we are all subject to being assessed. At De Zalze, we are no exception; if we send out the message that we are easy targets, we will be targeted.

Kind Regards,

Patrick Holden

*De Zalze Estate Manager*

# Principles of Security

- Deterring
- Evaluate, Detect and Prevent
- Limit
- Deflect

## Principle 1: Deterring

All substantial security systems are designed in such a way to slow down the progress of the perpetrator. This can be done by placing visible obstacles in his way, so **deterring** any objective from being achieved, be it petty theft, robbery, arson, rape or malicious damage.

## Principle 2: Evaluate, Detect and Prevent

All substantial security systems are designed in such a way where it can **evaluate** all movements/actions within the Estate and **detect** and **prevent** any unauthorised action or movement that could be harmful to the organisation.



### Principle 3: Limit

All substantial security systems are designed in such a way to **limit** the amount of damage that can be caused by an attack. By following a multi-layered approach, this will limit the effectiveness of the perpetrators actions.

### Principle 4: Deflect

All substantial security systems are designed in such a way in order to discourage and so **deflect** the actions of the perpetrator. If any action can encourage the perpetrator to consider attacking a softer target, then our stance at De Zalze must always be that we present a hard target and through our actions, walk our talk.

# *Estate Security Rules*

- Security protocol and procedures must be followed at all times. Residents and guests should always treat Estate security personnel with courtesy and respect.
- No person shall do anything which is, or might be, prejudicial to the security of any residents and residents are to report incidents affecting security to the Security Manager.
- The access control procedures as laid down by the Association from time to time, shall be strictly adhered to by all persons entering and exiting the Estate.
- The Main Gate entrance off the R44, is for the exclusive use of residents, their guests and golfers.
- The Kleine Zalze Gate is for the use of residents, their guests, together with any commercial vehicle supplying Kleine Zalze Commercial Services.
- The Contractors gate is to be used for all contractors working on the Estate and suppliers delivering goods. The gate is open from 07h00 to 18h00 Monday to Friday and on Saturdays from 08h00 to 12h00.





- Residents will be issued with access cards for the purposes of entering and exiting the Estate. Such devices are issued for the personal use of the person to whom they are issued and shall not be shared with or used by or transferred to any other person .
- Residents who do not use their access cards will have to sign the access register when entering the Estate. Residents who have lost their access card must report this loss to the security offices with 24 hours.
- No access to the Estate will be granted to any guest of a resident, unless proper authorization has been granted by the resident concerned.
- The perimeter fence serves as a deterrent and is not guaranteed to prevent an intrusion into the Estate. Residents are therefore advised to take due care at all times.
- The Estate is patrolled on a random basis by the security guards.

# Fire Prevention

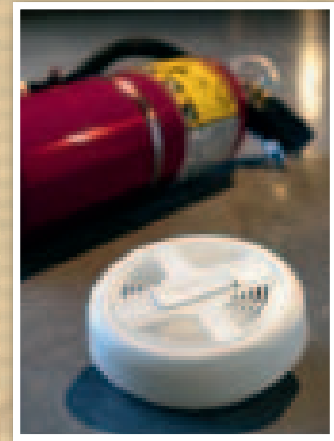
In addition to securing your home against the threat of a potential burglary or home invasion, you can also take some simple precautions to help prevent another danger – fire.

## Check Hot Spots

The first step to better fire prevention is to determine where your home's potential “hot spots” are. Hot spots are hazardous areas that can start a fire. One potential hot spot can be faulty wiring. To prevent this, be sure to have all electrical work carried out by a qualified electrician.

## Check Power Points

Another common error is overloading power points. If you need more power points, have them installed professionally. Safety switches are also a good idea to help prevent a potential fire or electrocution.



### **Check Your Kitchen**

The kitchen has many fire hot spots. The first is the stove. Ensure your stove is working properly and that there are no faulty cords or gas leaks. Never leave a hot stove unattended. Also ensure that oven cloths and tea towels are not too close to a stove. Every home should have an operational fire extinguisher at hand.

### **Install a Smoke Alarm**

Smoke alarms play an important role in fire prevention. Ensure they are working properly and that any batteries they require are always charged. Also be mindful that when a smoke alarm sounds, it does not leave a lot of time to escape.

### **Plan for a Fire Emergency**

Prevention is far better than cure. Take the time to prepare a fire emergency plan with your family – just in case. By taking the time to establish some clearly defined exit points and procedures today, you may be helping to save a life tomorrow.

# Child Safety

Most people think that their home is a fortress and as such will keep children safe and happy. Unfortunately, many incidents that occur are out of our control. Any safety plan must begin at home and be discussed with your children so that you can keep them safe if they are at home alone.

## Working Families

It is not advisable for children to be left at home to fend for themselves. If, however, your children have reached an age where you feel you can leave them alone at home, it is a good idea to talk them through a few important safety and security tips.



## **Answering the Phone**

- Do not let the caller know that you are at home alone.
- Do not give strangers your address or personal contact details.
- Consider installing an answering machine so that calls can be screened and only selected calls answered.
- Keep a list of emergency contact numbers near the phone or programme them into your/your children's phones for emergencies.
- If you have an alarm or other security systems, explain how to use them in an emergency.

## **If Someone Tries to Break In**

- If you have an alarm, activate the nearest panic button.
- Contact the police and the Estate Security Control Room immediately.
- Phone a neighbour or someone who is close by.
- Run through an opposite door and head into a neighbour's home.

## **Stranger Danger**

It is important for a child to understand the difference between a friend and a stranger. Friends are people such as the police, teachers or relatives.

A stranger is anyone they do not know. If your child is ever confronted by a stranger and asked to either go with them or accept a gift, teach them to say “no”. If a stranger ever makes them feel uncomfortable, they should let a trusted adult know about it immediately.

Other tips to prevent your child from being approached by strangers:

- Do not put your child’s name on anything, e.g. T-shirt, lunch box or anything that could be visible and will allow a stranger to call them by their name.
- Do not leave a child unattended in a vehicle for any length of time.

## **Safety Walk**

A good way to help your child understand the difference between friends and stranger is to take them on a safety walk of your area. Familiarise them with areas of safety or danger and point out where they can go for help if they need it. Where possible, introduce them to some “friends” who they can turn to if they are in trouble, such as the local police, fire station, hospital, doctor or neighbours. Remind them that it is important to walk with friends and not to wander off on their own, without telling anyone where they are going and when they will be back.





# Snakes

Living in a beautiful natural estate, you are bound to encounter snakes at some point. Depending on the species, they will either pose a threat or just be a nuisance.

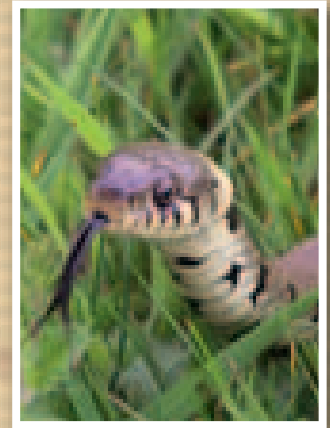
Snakes hunt by sight and scent and sometimes, depending on the species, by body temperature. Their sense of smell is extraordinary thanks to a harmless, constantly flickering forked tongue that carries scent particles to a specialised sensory organ on the roof of the mouth. Except for burrowing species, snakes have excellent short-range vision and can spot movement easily.

## **What to do if you find a snake on the Estate**

- Never try to pick up a snake (dead or alive). Some snakes can play dead to protect themselves, and will bite you when you try to turn them over. They may even twist themselves upside down and lie with their mouth open and their tongue lolling out. Adders again remain quite immobile despite provocation and then strike very rapidly.
- Never try to hit a snake with a stick, that will just provoke it and force it to try to defend itself.
- If children or pets are present, get them to leave the area and lock up pets.



- You can contact almost any emergency service number (like 10111, Vodacom 911, your local emergency service and Vets) to get the contact details of your local snake catcher. The Estate Security Control Room should be your first point of contact as they also have a member of staff who can assist in catching and releasing the snake.
- You will need to keep an eye on the snake to ensure that you know exactly where it is when the snake catcher arrives. Most snake catchers will not come out if you don't know exactly where the snake is, as the chances of finding the snake again are very slim.
- If the snake is found indoors, close the windows and doors and put a towel under the doors to prevent it from getting out until the snake catcher arrives. As each situation will be different, you will need to take further instructions from the snake catcher once you have made contact.
- If you can't get professional assistance, you can spray it from a distance with a high-pressure hose or open your sprinklers. This will persuade the snake to leave the area.



*This information was provided by Enviropaedia – please visit [www. Enviropaedia.com](http://www.Enviropaedia.com) for more information.*

# *Estate Services: Contact List*

## Estate Security

<b>De Zalze Security Control Room:</b> All resident incidents and security information	<b>021 880 2166</b>
<b>Thorburn De Zalze Response:</b> Rapid response to emergencies and incidents	<b>083 555 7639</b>
<b>Thorburn Alarm Monitoring:</b> All home alarm issues	<b>021 933 5699</b>

## Estate Management

<b>Estate Manager</b>	<b>082 448 6487</b>
<b>Security Manager</b>	<b>084 575 3979</b>

## Emergency Services

<b>SA Police Service</b>	<b>021 809 5000</b>
<b>Netcare 911</b>	<b>082 911</b>
<b>ER 24</b>	<b>084 124</b>
<b>Ambulance</b>	<b>10177</b>
<b>Snake Bite</b>	<b>021 761 6161</b>
<b>Fire Department</b>	<b>021 808 8888</b>
<b>Medi Clinic</b>	<b>021 861 2000</b>
<b>24 Hour Emergency Centre</b>	<b>021 886 9999</b>
<b>Stellenbosch Hospital</b>	<b>021 887 0310</b>

# *The De Zalze Estate Home Security Checklist*

## **Exterior**

- Do you have exterior lighting at every point?
- Do motion sensors control your exterior lighting?
- Do you ensure shrubbery or other structures do not provide a place where an intruder may hide?
- Are large trees trimmed so the lower branches are more than 7ft off the ground?
- Does your residence's appearance give the impression someone is home at all times?
- Are your storage sheds or buildings locked?
- Are all second floor windows or doors locked and/or secured?
- Have you locked up your ladder that could be used by a burglar to climb to the second floor?
- Are all other openings to your home such as skylights, crawl spaces or vents protected?
- Is your house illuminated and easily visible from the street during all hours?
- Do you remove your keys from your unlocked vehicle?
- Do you have good lighting in your driveway and on the path leading to your main entry door?
- Are all gate hasps 40 inches below the top of the gate and secured by through bolts with rounded edges and locked with high security padlocks?
- Do you have laser alarm beams set on your perimeter?

## **Interior**

- Do you check your doors and windows each time you leave home to ensure they are closed and locked?
- Do you keep your doors and windows locked when you are home?
- When away from home do you leave your window shades or blinds closed?
- When away from home do you leave a radio on and tuned to a talk only station?
- When your home is not occupied in the evening hours after dark do you have lights that are controlled by timers?

## **Doors**

- When you answer the door do you find out who is on the other side before you open it?
- Are all exterior doors solid core hardwood or metal covered?
- Do you have 6" - 8" security strike plates?
- Are entrance doors equipped with 1" good quality dead bolts?
- Is the strike plate reinforced with 3" screws that pass through the door frame and into the wall stud?
- Is glass in outside doors at least 40' from the lock?
- Is the glass in outside doors shatter resistant?
- Do all out-swing doors have a hinge with a locking pin or non-removable pins?
- Does your door snugly fit in your door jamb? (within 1/4 inch)
- Do you have a patio door bar fastened into both the frame and the door to securely lock the door?

### **Doors contd.**

- Have you inserted screws into the top track of your patio door to prevent it from being lifted up and removed?
- Do you leave your patio door open at night for ventilation, securing it with a patio door bar?
- Do you have decals on your patio door indicating that you use an alarm system even if you don't?

### **Garage**

- Does your garage door close tightly?
- Are garage doors closed and locked when not in use?
- Does your automatic garage door opener use a *tolling code* system to prevent *code grabbing*?
- Does the overhead door have a track padlock for use while on vacation?
- If the garage door is not equipped with an electronic opener, does it have heavy-duty padlocks on the door?
- Is there a switch to shut off the automatic garage door?
- Is the door from the garage into the house equipped with a deadbolt that you always lock?
- Can the garage lights be turned on from inside the house?
- Do you have window security bars installed on your garage windows?
- Do you leave your garage door opener in a non-visible spot in your vehicle?
- Do you remove your keys from vehicles parked inside your garage even if garage is locked?
- Do you remove all valuables from plain sight in your vehicle?

### **Windows**

- Are all basement and ground floor windows fitted with window security bars, security pins or security latches?
- Are basement and ground floor windows shatter resistant?
- Do you have crime prevention or alarm decals in all accessible windows?
- Do you have window coverings on all windows to prevent outsiders from seeing in?
- If you have a window air conditioner is it secured from the inside?
- Do you have Security Decals affixed to any basement and/or first floor windows of your home?

### **Alarm System**

- Do you have a functioning alarm system installed in your home?
- Do you arm the alarm system if you are going to be in your backyard for any length of time?
- Do you have sensors installed on every door and every window?
- Have you advised your neighbours to call the Security Control Room should your alarm go off while you are away?



## **Vacation**

- Have you stopped all deliveries?
- Have you left shades and blinds in their normal positions?
- Have you set timers on lights and radio?
- Did you test your smoke and burglar alarms?
- Did you turn the bell or ringer on your telephone down low?
- Is someone taking care of your yard?
- Is your mail being held or picked up?
- Have you notified your neighbours?
- Did you leave your vacation contact details with the HOA so you can be reached in case of an emergency?
- Did you ask a neighbour to park in your driveway so it appears someone is home?

## **Additional Checks**

- Do you have any cat/dog entrances or milk boxes that are big enough for a small child to fit through?
- Do you keep a list of all valuable property, credit cards, and serial numbers in a safe place?
- Is valuable property engraved with your drivers license number?

