

## RE: RSE ACCESS MONITORING: MEETING WITH COMPLEX RESIDENTS

- The purpose of this meeting and document is to have a better understanding of concerns raised by complex residents.
- Attached is the attendance register.
- Jan Malan gave a quick overview for the ones not yet familiar with the Access Monitor initiative.
- Below are some of the queries that we received.

### 1 Costing

- 1.1 Phase 1: House R2500 / Complex R625
- 1.2 Phase 2: House R19 745 / Complex R4936
- 1.3 Phase 3: House R962 / Complex R241
- 1.4 Alarm monitoring : All R150

### 2 We don't believe Tshwane will allow Helepenis, Camelia and other busy streets to close, thus they will not pay:

- 2.1 We are not closing, we are monitoring, everperson can come and go as they please.
- 2.2 It has been done in the past.
  - 2.2.1 Lynnwood North – King Highway
  - 2.2.2 Waterkloof glen / Constantia Park – School, church

### **3 The reaction time of Interactive Security is slow / don't arrive:**

- 3.1 Interactive is not RSE, Interactive is contracted to RSE.
- 3.2 Please forward complaints to RSE for action and SLA penalties.
- 3.3 Don't know the exact circumstances, but there could be good reason like other alarms, etc.
- 3.4 Please give specifics:??
- 3.5 We go out to tender once every 2 years, thus might or might not be Interactive in future.

### **4 Griselda is closing with service gate. Boom gate in Theuns / Rossouw street:**

- 4.1 Theuns intersection Rossouw street will have a boom gate with guard and cameras.
- 4.2 Photo's taken of face, car, number plate recognition against SAPS, if flagged the area will be closed – SAPS called in, Security company called in and search for suspects.

### **5 If Council reject our application, will we get our money back:**

- 5.1 In the unlikely event that the project be abandoned at any stage, the remaining funds, after the settlement of all absolutely unavoidable obligations, will be refunded to the contributors on a pro-rata basis.
- 5.2 The estimated project cost for Phase 2 is R6.7m. The construction portion is R6.2m: Thus non-refundable cost is R500k remaining. Assuming all are paying and based on the current budget, it equates to 8.1% loss. Impact for a house is R1600, for a complex is R400. Obviously this is a simplified calculation and there are many factors influencing the outcome, but this is our best guess at the moment.

### **6 If upper Verbenia contributes the best regarding 2nd phase deposits - why can't they be the first street to have their booms erected. It is not fair that a street which has less commitment get a boom before those residents which pays the best. She feels that if the best participating street gets rewarded with a boom it will be an incentive for the otherstreets to start paying.**

- 6.1 Council evaluates the complete "Access Monitoring" project as a whole. Council don't care where the gates go up first or who pays.
- 6.2 The goal will obviously be to appoint a contractor to erect all of it within say 4 months as this will be the most cost effective.

- 6.3 When we get to construction, the “money in the bank” and participating members will dictate how we will go about implementation.
- 6.4 That said, we think it is a good idea and incentive to have the contributing areas erected first and will definitely be considered.

## **7 Perspective:**

- 7.1 The RSE is managed by normal residents, with families, living the area, that are willing to offer their time (not just free time) to improve the safety of the area at no reward other than safety for their own family. Each of us have a certain skill set, which does not necessarily suit the function or role we play in the RSE, but we are the only ones willing to contribute and we have to do the best we can. We learn as we go and we learn fast, but if I / we fail I your eyes, please excuse us and believe us, we are doing our utmost to and will appreciate any contribution in a positive way.

## **8 Tariff:**

- 8.1 There are only two tariffs.
- 8.2 We get the same complaints from complex owners, they think they pay too much and think it should be divided into rate /m2.
- 8.3 Depending on which side of the fence you stand each can motivate why they think they pay too much.
- 8.4 There is no fancy or difficult calculation to cause confusion or cause debate.
- 8.5 We have adopted the same principle as the other “closed” areas and only have the two options as it worked best for them.

## **9 Affordability:**

- 9.1 The complex owners argument is they pay a levy, which include security. This debate will never end, so we keep to the two options.
- 9.2 Not all cost will be mitigated by the “Access Control” – I agree. The main benefit for me is safety for my family. It is a given that cable thefts will be less if not eliminated. The bad guys will always find new way to come in and we have to adapt to reduce our risk. The benefit of increase value of a residence in a controlled area is a known fact, that we will only see the day we sell. Asking what will I be willing to spend to prevent my child or wife from being robbed at gunpoint on the street or in our house or driveway – plenty!!
- 9.3 I agree, disposable income of all are reduced and we have to turn every penny to ensure we get the

best value for money. I agree with the rest of your statements and we have to manage it best we can to keep it in control and spend our hard earned money wisely.

- 9.4 We are aware of many people in the area that are not able to contribute and we encourage them to come talk confidentially to us to see where we can meet. We cannot afford to “except” everybody as we need people to support to reduce the load. The more that contribute the less the load on all and more affordable it will be for everyone. If it is not sustainable it will not last and we are spending our time and money unwise. I do not think I am wasting my time and money.
- 9.5 Please come and speak to us before deciding not to take part, we value each person and would like each person to feel part of a community again.

## **10 Communication:**

- 10.1 Our volunteers are thinly spread and do the best we can.
- 10.2 It is a good idea to load the minutes of meetings on the website – thank you, we will consider it. I also expect each and every person will not agree and might have a different opinion on each of the items and how we run the RSE. A lawyer, Accountant and Engineer each have a strong will and each will have their “soft spot” on running a business. This can get interesting and time-consuming.....Lets think about it – thank you.
- 10.3 Our communication was identified as a weak point – it is being addressed with the website.
- 10.4 Updates and progress will done more often.

## **11 Trust:**

- 11.1 We do not have all the skills and knowledge and do have to outsource.
- 11.2 We believed and still believe Jan Malan of Streetsafe is the best consultant to advise us on what best suits our needs.
- 11.3 Does Jan make money – yes I hope so, it is his business. If he doesn't make money, he will not do it, same with my work.
- 11.4 Is he making a “killing of us” – no definitely not.
- 11.5 Is Jan's intensions pure – yes, I believe it is.
- 11.6 Streetsafe does not force anybody to do anything and the suppliers we will use will be from an open tender.
- 11.7 Streetsafe does plenty of work behind the scenes that very few of us knows about –
- 11.7.1 He initiated the “Residents Againts Crime” that talk to Tshwane to interface with safety measures,

11.7.2 They reduced our application fee from R217 000 to R11 000

11.7.3 Tshwane is busy rolling out cameras on Jan's advice to suit other communities and ensure tie where possible.

11.7.4 Etc.

11.8 The RSE is not Streetsafe's venture, it is our (all the residents in the RSE) venture, we use Streetsafe as a consultant and pay them a fee for it.

11.9 I don't think anyone was misled and would like to discuss this in more detail why you think so.

11.10 The "RSE Access Monitoring" initiative is a subcommittee of the "RSE", meaning most of the directors on the RSE also serves on the RSE AM committee, but with many more volunteers and functions. All the funds collected and cost incurred are ring-fenced for this initiative. The concern that people had was that their money will be used for something other than the access monitoring initiative.

11.11 When the construction is complete, the RSE structure will revert back to the normal and will be one that included the access monitor initiative.

11.12 We really try our best to be transparent and please most people.

## **12 Why pay now**

12.1 From approval to the start of construction, council gives us 4 months to start.

12.2 Learning from the past, it takes time to get the people to pay, most want to pay at the end, this could cause a delay.

12.3 We need "money in the bank" to plan, determine a scope of work, compile tender documents, go out to tender and construct.

12.4 Constructing one gate at a time as the money flows in, will be more expensive.

## **13 Who are we?**

13.1 RSE was started by concerned citizens in the area.

13.2 The "RSE Access Monitoring" committee is a sub-committee of the RSE and only focus on the access monitoring.

## **14 How many boom gates are there?**

14.1 There are 6 boomed gates: Near the intersections of:

14.1.1 Camelia / Freesia

- 14.1.2 Brookside / Althea
- 14.1.3 Theuns / Rossouw
- 14.1.4 Spitskop / Rubida
- 14.1.5 Hibiscus / Patula
- 14.1.6 Jacobson / between Mayflower and Freesia
- 14.2 Refer to the map on the website for the position of these gates.

## **15 Re-Application**

- 15.1 Re-application is every two years.
- 15.2 The cost thereof is included in the financial models.
- 15.3 Application has to be done 3 months prior to two year end.
- 15.4 Council seldom attend to the re-application, then it stays as is.

## **16 When council approval expected and what are the timelines?**

- 16.1 Aug 2019 - Submission to council.
- 16.2 January 2020 – expect approval from Strategic Land Development Tribunal (SDLT).
- 16.3 April / May 2020 - Final approval from Council departments. It is recommended to leave a float of 2 months for the process, which will have an impact on the following items.
- 16.4 June 2020 – Compile tender documents and specifications.
- 16.5 Aug 2020 – Start construction
- 16.6 Dec 2020 – Complete construction

## **17 How many households are in the area**

- 17.1 There are 1260 household that form part of this initiative, of which about 50% are complexes.

## **18 Committee meetings**

- 18.1 Formal committee meetings are held monthly.
- 18.2 Other meeting's are scheduled as the need arise and decision need to be taken.

## **19 Website [www.ridgefieldse.co.za](http://www.ridgefieldse.co.za)**

19.1 The website is receiving attention – click on the “Access Monitoring” tab for more info, forms, processes, budget, map, Q&A, etc.

## **20 Going forward**

20.1 We encourage everyone to make constructive comment and give us advice where we can improve or where you think we fall short. Your reply will give us some indication what the rest of the peoples' opinions are, so please reply / comment.

20.2 You will receive communication via email, WhatsApp, website. Please stay in contact, it is our only platform where we can inform residents on the progress and stay updated.