

## **Circular 20 - 2017**

15 December 2017

Dear Residents,

### **SECURITY BREACH – Thursday 14 December 2017**

The security of our villages is one of the cornerstones of our Evergreen Villages. We pride ourselves in creating a safe and secure environment protected by sophisticated perimeter fences, onsite physical security presence as well as offsite surveillance. Your safety, security and well-being is our primary concern.

Thursday morning we had a security breach at Muizenberg. Through our sophisticated perimeter security we were immediately able to eliminate this as an entry point. The perpetrators were able to gain entry into the village through the front entrance, using 'cloned' registration number plates in a very expensive motor vehicle and purporting to know a resident. The two perpetrators were then able to gain access to three units through the sliding and front doors. A number of valuable and sentimental items of jewellery were stolen.

Thanks to an observant resident we were able to trace the vehicle entering the front gate by means of the camera system and also recording the registration number. This was very useful information that we were able to pass onto the SAPS. They hope to make an arrest soon as this car has been previously used in other similar burglaries.

We are very concerned about what has happened and are immediately making some changes.

- Residents are to inform security of any visitors, carers, domestics, Uber / taxi drivers or contractors that might be expecting on the day. You are to furnish full names, vehicle make if possible and approximate time of arrival.
- Unannounced visitors are expected to furnish full details of the person they are to visit. If this is not forthcoming or incorrect that person will not be permitted to enter.
- Residents must confirm with security that their visitor/contractor have arrived at their unit

Please be mindful that these new protocols will be discussed with your residents committee and might be improved over time.

Notwithstanding the fact that we continue to do the best we can to keep you and your belongings safe, we unfortunately cannot provide a guarantee. You as the resident still remain a vital part of security within the village as has been borne out on this occasion. Should any of you have seen anything suspicious yesterday that might help us in the investigation please contact Melanie, your village manager in this regard.

As a re-cap we urge you to adhere to the following basic recommended safety and security related guidelines:

- Windows and doors to be secured and locked at night and while you are away from home.
- Burglar bars and trellidors or similar security gates installed for windows and doors that you wish to keep open.
- Garden implements and ladders should be locked away at night.
- We urge you to please be very vigilant when storing valuable jewellery and cash. Store these in a safe and do not divulge the combination or leave the key in the same area. Most electronic combination safes have an over-ride key, rather leave these over-ride keys with family or friends
- For those of you that stay on your own, keep your telecare remote at hand or on your person.
- Wear your telecare buddy band when you leave the village.
- Test your telecare system at least once a month.

Thank you for your co-operation and keep safe.

Kind regards



Derek Drew

Operations Director – Evergreen Villages