

Bryanston East Community Forum

P O Box 71673 Bryanston 2021 Tel: 011 463 6066
admin@becf.co.za www.becf.co.za

Newsletter July/August 2010

Dear members and residents

As you might have heard, ADT has taken over all the Protea COIN armed response and guarding operations in our area.

We had a meeting with Roy Rawlins (ADT Jhb MD) to get clarity on some points with regards to BECF and can report as follows:

1. ADT have agreed that the service level agreement that we have in place will continue with no changes.
2. The existing officers and guards will continue in our area but will be taken out of our area for induction in due course.
3. The in-car monitoring system (which links your alarm directly to the car) has been transferred into the new ADT cars in the area.
4. The dedicated vehicles will continue as before with no changes.
5. The existing contracts that residents have signed with Protea COIN do not need to be re-signed in any way.
6. The existing alarm radios in our houses have already been re-directed to the ADT control room so no changes are necessary.
7. The existing phone numbers for Protea COIN have been re-routed to the ADT control room but ADT will be delivering stickers etc to all clients with the normal ADT numbers.
8. Pieter Venter from ADT is our contact person if there are any problems. You can reach him on 083 760-0387. He has been involved in our area for many years (as both a COIN and ADT employee).

We have had numerous questions and concerns about ADT with regards their service etc which were raised with them. They have committed to working very actively with BECF and have agreed to:

1. Total transparency with regards to vehicles, incidents, response times etc. which we will publish for anyone interested.
2. A pro-active response to all crime in our area i.e. they will follow-up and chase down crime in our area which we have come to expect from the Protea COIN team in the past.

Obviously we all need to wait and see but we do believe that they are committed to these points.

We would ask you to report any problems that you have to the BECF office on (011) 463-6066 or via email to admin@becf.co.za so we can chase up the problems and build a consolidated picture of the service that ADT are providing.

Russell Kleyn

WHO TO CONTACT AT ADT

ADT Community Security Manager Pieter Venter is your point of contact at ADT Security and he will be happy to address any queries and concerns you may have. With over 20 years experience in the industry, 10 years of which were spent at Protea Coin Security, Pieter has worked for ADT for the past three years and in this time established solid relationships with our communities and shown tremendous dedication to his work. His experience and passion are invaluable to ADT and we encourage you to please talk to Pieter if you have any questions related to security in your neighbourhood. Contact Pieter on 083 760 0387 or pventer.jhb.za@tycoint.com.

IMPORTANT NUMBERS

- **Metro Emergencies, Ambulances, Accidents** - 011 375 5911
- **Police** - 10111
- **Fire** - 10177
- **Sandton Police Station** - 011 722 4200/4355
- **Victim Support** - 082 774 7564
- **Inspector Lee Ramdiyal** - 083 775 4674
- **Joburg Connect** - 011 375 5555
- **Electricity Eskom** - 086 003 7566
- **Water** (24 hour helpline) - 011 688 1500
- **ER24** - 084 124
- **Control Room** - 086 12 12 400
- **R-01** - 082 461 5054
- **R-03** - 083 411 2674
- **R-04** - 083 701 2199
- **R-15** - 082 053 3547
- **R-16** - 082 825 3763



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PROTEA COIN Update

Dear Clients

It is with great pleasure that I inform you that ADT Security has acquired our residential monitoring, armed response and Localised Security Scheme operations. As you would know, ADT is the market leader in armed response in South Africa.

The acquisition is effective 2 August 2010, from which date you will be linked to ADT's monitoring centre and response will be provided by ADT Security. As a result of this, certain changes will take place to ensure a high level of service continuity during the transition and thereafter. These will include the replacement of Protea Coin Security signboards with ADT Security signboards, ADT armed response vehicles will replace the Protea Coin Security vehicles in the area and all our armed response officers will wear ADT uniforms. We will not, as far as possible, change the staff that you currently deal with, the conditions of your contract, your monthly premiums, or the telephone numbers you currently use to contact your security provider.

Please be assured that if you press your panic button or activate your alarm from 2 August 2010, there will be no disruption or delay in delivering the necessary professional and competent service that you have become accustomed to.

We envisage a close relationship with ADT during the initial stages of the acquisition as we work hand in hand to merge every ingredient necessary to make this partnership a winning formula and to continue offering the service you expect.

In closing, I would like to take this opportunity to thank you for your support and to wish you a long and rewarding road ahead as part of the ADT family.

Petrus van Niekerk
Chief Executive Officer
Protea Coin Security



Please support BECF by joining MySchool.
For more information please contact the BECF offices
or visit their website on www.myschool.co.za

SAPS FEEDBACK

Our country has just finished hosting a very successful FIFA Soccer World Cup.

Crime levels were at minimal during this world cup period. Thanks to the men and woman in BLUE of the South African Police Services and all other role-players, namely, private security providers.

In my sector (Bryanston East, Riverclub, Petervale and Klevehill Park) the crime levels were very low. A few incidents of residential robberies and residential break-ins were reported in the area. I attribute the low crime level to the visibility of the SAPS, Protea Coin Security, ADT Security and the vigilance of the community.

We have resumed the third session of the Domestic Watch Meetings. During these meetings ER 24 emergency services will address the domestics and gardeners on basic first aid and signs/symptoms of common illnesses and diseases. I urge all residents to allow their domestics and gardeners to attend these meetings. Elfrieda can be contacted at the BECF offices on 011-4636066 or elfrieda@becf.co.za for the scheduled meetings in the sector. At the previous session the domestics and gardeners were addressed by an ex-convict who was involved in residential robberies and car-jackings. "Monty" told the meetings why and how he committed these crimes. The domestics and gardeners and even the security personnel found this to be very exiting and empowering.

Please be extra vigilant and proactive and report anything suspicious to the SAPS (10111) or contact me on 083 775 4674 or lee@becf.co.za or my assistant Constable Thabo Makoro on 082 790 4342.

Kind regards
Warrant Officer Lee Ramdiyil
Sector Manager

ADT BANKING DETAILS:

ADT Security (PTY) Ltd
Standard Bank - Sandton
Account: 022 66 0283
Branch: 019 205



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