



MOSSEL BAY GOLF ESTATE HOME OWNERS ASSOCIATION

Association incorporated under section 21 of the Companies Act 1973 (as amended)

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NEWSFLASH (from Suiderkruis Security)

Dear Mossel Bay Golf Estate Resident:

As the dedicated supplier of reactionary security service to the residents of the Mossel Bay Golf Estate, we would like to bring the following to your attention:

To avoid unnecessary responses, we urge You to please take note of the following:

- If you are moving, or have sold your property, please notify us immediately so that we can arrange a smooth transition of security services to the new owner of the property.
The same applies for rental tenants.
It will avoid the frustration of our Control Room contacting you in the middle of the night for an alarm activation at a premises where You no longer reside or rent.
- Check & test your alarm system at regular intervals to ensure that it is functioning as it should.
As with any electronic device, alarm systems become obsolete with time, and older devices can be problematic.
We won't know if any of your devices are faulty if you don't know & inform us accordingly.
- Ensure that all windows & doors are secure/locked/closed before setting/arming the alarm system.
Our Response Officers in the Estate are encountering numerous instances where this is not being done, which results in excessive false responses.
Not only will this cause an unnecessary delay in responses to possible real emergencies, it is also a huge security risk.
- Spray insect repellent around sensors and detectors frequently. *(do not spray directly onto the detector, as the chemicals in insect repellents will damage the device's lens).*
Remove cobwebs & any other insects which obstruct a device's capacity to protect a specified area.
Make sure that trees, shrubs and plants near or in front of outdoor detection devices are trimmed regularly to avoid false activations.
- Make sure that You familiarise yourself with your alarm system & know exactly how it functions.
All alarm system manuals are available online & most of them have tutorial videos available on YouTube.
Make sure that you know what the make & model is of the device that could possibly save your life.
If you set it off by mistake, notify us immediately.
Please do not sit back & wait for our response vehicle or a call from our Control Room.
Our response vehicle might be en-route to an actual emergency but might need to be re-routed to Your address depending on the signal received.
- Regularly replace the batteries of any wireless devices, as well as the back-up battery of the Control Panel.

Batteries are not made to last indefinitely & a flat battery can be the cause of a burglar not being detected as well as possible continuous false alarms which are an irritation to neighbours.

Lastly, we urge You to please make sure that we have all the correct contact details of who is residing in the property/keyholders/contact persons in case of emergency.
If we do not know who to contact during an emergency, we cannot properly fulfil our obligation of service to You.

For any additional information, or for a complementary assessment & audit of your current or future security needs, please feel free to contact me directly.
(Ivor Claasen – 0446903285 (*Mossel Bay Office*) – ivor@suiderkruissecurity.co.za)

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Video Alarms
The Videoified Video Alarm System marks a real turning point in the alarm systems market.

A diagram showing a central alarm control panel connected via red lines to four circular icons: a smartphone, a camera, a door, and a window, representing the system's components.