



URGENT PROTOCOL FOR SANDOWN CRESCENT RESIDENTS DURING NATIONAL LOCKDOWN

EFFECTIVE MIDNIGHT THURSDAY 26 MARCH 2020

Updated: 30 MARCH 2020

In light of the recent Presidential announcement regarding the nationwide lockdown coming into effect as of Thursday midnight, we would like to alert you to the following:

1. SECURITY DURING LOCKDOWN

1.1 Security guards will remain on duty, provided they are able to get transport to work. The guards are currently practicing strict hygiene protocols and will be equipped with hand sanitizer and gloves by our Guarding company.

In the event a guard is not able to get to work, the following applies:

1.2 Please exercise increased awareness on who enters or exits the complex during this time (considering we're under lockdown, we expect little movement but this applies when going to and from the shops, or ordering online groceries). Please make sure the gate closes behind you when entering the complex to prevent tailgating.

1.3 We are calling for security volunteers to form a neighbourhood watch group, who can be on stand-by in the event the guards are not able to get to work. Ideally we would like to assign one emergency security volunteer per Block. Please put forward your name if you're willing to help on this for the Lockdown period and we will share further information with you.

1.4 Crimewatch will do nightly patrols as an additional security measure in the event we do not have a guard on duty.

1.5 We will be setting up a Whatsapp Group for Emergency Communication with the Security Volunteers. If you are willing to join as a dedicated security representative for your Block, please reply with your unit number and cell phone number. Contact details of the "Neighborhood Watch" team will be shared with each Block as a point of

emergency contact. This Neighborhood Watch team will have access to the Trustees directly.

1.6 A number of additional security measures have recently been completed

including an upgrade of the electric fence; additional guards on duty; repairs to broken sections of our perimeter fencing, and we are currently installing night flood lights to provide additional visibility in dark corners of the reserve at the back of the complex.

2. MAINTENANCE AND CLEANING

2.1 Cleaning services remain in place, however only one person will be on duty to attend to the bins on Mondays, Tuesdays and Fridays. This means that they may not be able to attend to the cleaning of common areas over this time.

2.2 City of Cape Town Refuse Removal is currently not following the usual schedule, which has resulted in a lack of empty bins. Should you take your refuse down and find all bins are full, please would you take it to the bin room instead of leaving your bag on the floor next to full bins. We are having a problem with cats tearing open bags of refuse at night. Please note the bin room will be closed at 9pm each evening.

As with security, in the event that our cleaning staff are unable to get to work, the following applies:

2.3 We would like to call for volunteers to help with any efforts to maintain the complex during this time, for example, additional cleaning, gardening, etc. Please put forward your name and contact details to Trafalgar if you are willing to help us over the Lockdown period.

2.4. General maintenance and gardening services will cease. Our Maintenance Manager has an Essential Services Certificate and is on-hand to manage small maintenance requirements when deemed urgent.

2.5 If you have a plumbing, electrical, or similar emergency, you will need to contact Trafalgar on their emergency contact number 021 410 5500 or via email on KirkO@trafalgar.co.za.

3. USE OF COMMON AREAS

3.1 The Body Corporate has received further guidance regarding the policy on common property usage under Lockdown. Unfortunately that now means that Common areas and the road will be closed for the duration of the Lockdown.

- **You may not use the pool, braai areas, parking lot or road**
- **Please refrain from leaving your unit unless absolutely necessary** (for emergencies, for grocery shopping, to take your refuse down or if you are an essential services provider with a valid certificate)
- **You may not visit a neighbour within the complex nor may you have visitors come on-site** unless they have a valid essential services certificate and permission to visit you. This will be checked by security.

4. GENERAL RULES

4.1. The standard Sandown Crescent rules remain in place for the duration of the Lockdown. The rules we would like to alert you to most are as follows:

4.1.1 NO PETS ALLOWED

There has recently been a report of a dog at the complex. A reminder that no pets are allowed at Sandown Crescent. If you have a pet on the premises during Lockdown, you will be required to remove the pet as soon as the Lockdown is lifted. The complex rules continue to apply during the Lockdown period.

4.1.2 OPEN FIRES ON BALCONIES

There appear to be many more braais taking place on balconies at present. It's great to see everybody making the most of a trying time. A reminder that due to us living on a nature reserve, open wood fires are deemed a hazard (and also cause excessive smoke for neighbours). Therefore, as stated in the rules, only charcoal weber braais/gas braais with lids are permitted. Please practice extra caution with any fires, ensuring they are fully extinguished when you are done.

5. SUPPORTING OUR NEIGHBOURS

4.1 If you are a resident who will be needing any assistance during this time, please reach out to Trafalgar and the Trustees will do our best to coordinate help.

4.2 We would also like to **call for volunteers to help with grocery runs for elderly residents.** Please put forward your name and contact details to Trafalgar if you are willing to help.

4.3 If you have any ideas or questions please forward these on to Trafalgar and the Trustees will review.

We thank all of our residents for pulling together to make Sandown Crescent a safe and happy space to live within while we honour the measures deemed necessary by our Government to protect us all. Keep safe and well.

The Sandown Crescent Trustees