



PROTOCOL FOR SANDOWN CRESCENT RESIDENTS DURING NATIONAL LOCKDOWN (LEVEL 3, 4 & 5)

EFFECTIVE MIDNIGHT THURSDAY 26 MARCH 2020

Updated: 29 MAY 2020 - LEVEL 3 REGULATIONS- IN YELLOW

In light of the recent Presidential announcement regarding the nationwide lockdown being 'downgraded' to level 3 as of Monday 1 June,, 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

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 Under Level 3 regulations, the road and parking lot may be used for exercise between 6am-6pm daily. Outside of these hours, the road and parking lot remains closed for non-essential use.

- **Minors must be accompanied by their legal guardian or someone under the employment of the legal guardian**

3.2 Common areas (braais and swimming pools) will remain closed under level 3 regulations.

3.3 Outside of the Level 3 exercise allowance period (between 6am-6pm), please adhere to government regulations regarding your personal movement (for emergencies, for grocery shopping, to take your refuse down or if you are an essential services provider with a valid certificate)

3.4. Please wear a mask (or similar) when leaving your unit and entering/using common areas. This includes while exercising or when leaving your apartment for any reason. This is mandatory and in-line with government regulations.

3.5. Please practice social distancing as far as possible when using the common areas.

4. VISITORS & PRIVATE HOUSEHOLD EMPLOYMENT

4.1 Domestic Workers are allowed to return to work under level 3 regulations, as long as all "relevant health protocols, social distancing measures for persons employed in private residences" are adhered to. The following is also required:

- Domestic workers and all other Private household employees' contact details must be sent to Trafalgar for the specific unit that they will be entering – Full Name, Address, Cell Phone number and ID or Passport number
- Once this is received by Trafalgar, instructions will be given to security to allow access
- Please allow the Trustees & Managing Agent 48 hours to process
- The Worker will need to wear a face mask upon entry to the premises

4.2 You may not visit a neighbour within the complex nor may you have visitors on-site unless they have a valid essential services certificate and permission to visit you. This will be checked by security.

4.3 Contractors and service professionals are only allowed entry under level 3 but only with prior arrangement with Trafalgar. The following is required:

- Contact details of the contractor are to be sent to Trafalgar with the specific unit that they will be entering, as well as date and times they will be on site.
- Once this is received by Trafalgar, instructions will be given to security to allow access.
- Please allow the Trustees & Managing Agent 48 hours to process
- All contractors will need to wear a facemask upon entry to the premises and while working within the premises.

5. GENERAL RULES

4.1. The standard Sandown Crescent rules remain in place for the duration of the Lockdown levels. 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.

6. 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