



Resident's Hand Book

*Sharonlea
Valley* 

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1. Welcome

Dear New Resident

We hope that your stay in the area will be a happy one and that you and your family enjoy becoming part of the Sharonlea Valley family.

The Sharonlea Action Group (SAG) was formed in 1999 by a few dedicated residents, who saw a need to self-police their suburb due to the high crime rates at the time. The goal was to prevent, rather than react to incidents, which in most cases were violent.

The preventative security measures the residents have implemented over the years have brought our crime levels down to a point where we have the lowest crime rate within the Douglasdale CPF ($\pm 75^2$ km's) and are considered practically crime free by the Douglasdale SAPS. We are extremely proud of this!!

From time to time we arrange social get-togethers to encourage getting to know your neighbour. This increases the security awareness more than many realise. If we all look out for each other, situations can be avoided or dealt with quicker, as some of our residents have experienced in the past.

The "Resident's Hand Book" will provide you with a comprehensive overview on SAG, the area and vital security information.

Our children play in the streets, we run and cycle, and our families go for walks in our suburb and park – we are creating a great place to live, play and relax in a beautiful and secure environment.

A committee member would love to meet with you and personally welcome you to our area.

Should you have any suggestions, concerns or comments please feel free to contact one of the committee members.

Please visit our website which also has the latest information available to you, www.sag.co.za.

May your life in Sharonlea Valley be a great family experience!!!!

Happy living!

SAG Committee

"Prevention rather than Rescue!"

Sharonlea
Valley 

2. SAG Committee Members

Chairman	Nicolette Joubert	083 677 1071	info@sag.co.za
Member	Jakub Boryna	084 576 5482	jakub@iburst.co.za
Member	Charnelle Opperman	083 274 1597	charnelleo@tankerservices.co.za
Member	Lloyd Engelbrecht	078 476 4687	lldengelbrecht@gmail.com
Member	Glenn McGinn	083 680 5047	gmcginn@iafrica.com

If you'd like to serve on the committee please contact us on info@sag.co.za

3. Benefits of a Secure Suburb

- ★ Peace of mind of a safe secure environment
- ★ Increased value of properties
- ★ Sought after demand for properties in the area
- ★ A much better quality of life, a sanctuary of peace of mind!

4. Security

B-Sting Security is the appointed Security Company who man the access control point in Lima Street and Patrol the area, to keep the area as safe and crime free as possible – probably what attracted you to our area in the first place! We have guards patrolling the area 24 hours a day, 7 days a week, 365 days a year. Our guards are well connected to all security response companies operating in the area as well as to SAPS Douglasdale in case of an emergency or any suspicious activity.

SAG access stickers are issued to residents at a cost of R10.00 each for display on the driver's side of their windcreens for the guards to make quick and easy identification and to speed up your access through the booms. Please contact the committee on info@sag.co.za for these stickers.

Boom Control

The booms in Lima Street operate as follows:

- ★ The booms are manned 24/7, 365 by B'Sting Protection Services.
- ★ All cars coming into the suburb are requested to stop at the boom in order for the guard to see who is in the vehicle and for a photograph of the driver to be taken. This system has proven to be effective in assisting the Police to find and apprehend criminals. Your patience and co-operation in this regard is appreciated. This is for our own and for our visitor's security and safety.
- ★ The appointed guards have very strict instructions for the procedures at the booms to ensure your safety in the suburb. You are requested to always treat the security personnel in a co-operative, courteous and patient manner.
- ★ Please inform your visitors of our crime prevention measures and request that our guards be treated with respect.

Please Note: By Law, under no circumstances are any persons prevented from entering the suburb.

Guards on Duty and Mobile Patrols

We have 2 B'Sting Security Guards during the day and 2 at night. One guard is always stationed at the Boom Gate to man the Booms and the other Patrols the area. A Guard Logging System monitors the efficiency of the guards and an email is sent to the committee on a daily basis with the efficiency report. The Guard Logging System alerts the guards on when to patrol and which route to take. The route is randomly chosen by the system to ensure that the Guard's movements cannot be predicted by criminals.

During times when the SAG area or the Sector experience an increase in crime, additional Guards may be employed.

5. Maintenance

Just as important as the security measures implemented is the maintenance thereof. There are six major areas which need constant attention:

- ★ The Veld Grass
 - Park Lawns – Joburg City Parks mow the lawn on a regular basis
 - Veld grass on the edges of the Park Lawns and along President Fouche and Malibongwe – a gardener is employed 3 days a week during the summer months to keep this short

It is extremely important that we keep the Veld grass short to ensure that criminals have no grass to hide behind and that the guards have a clear view of any possible threat from as far away as possible.
- ★ Palisade Fence
 - The same gardener is employed 3 days a week during the winter months to maintain and repaint the fence
- ★ Fence
- ★ Guard House
- ★ Booms
- ★ Equipment and Cameras

From time to time, additional contributions may be requested to attend to the above.

6. Emergency Numbers

Emergency Call Procedures

1. Call Peter First, then 10111, then Douglasdale Police Station and if needed the Sector Vehicles.
2. Report any suspicious behavior or incident on the SAG Security and Community WhatsApp Groups.

1.	B-Sting – Peter	072 164 9078 Keep this number as a Speed Dial on your phone and make sure that your Domestic Workers do too.
2.	ANY Emergency	10111
3.	Douglasdale Police	011 699 1333
4.	Download the Namola App onto your Smartphone 	Works similar to Uber. Use it for all emergency services: Police Fire Ambulance
5.	Sector 1 Vehicle 1	071 675 7150
6.	Sector 1 Vehicle 2	071 675 7151
7.	JMPD Control Room	011 490 1630
8.	Fire / Ambulance	10177
9.	Hunters Hill Fire Station	011 794 2666
10.	Olivedale Hospital	011 777 2000

Please print this and keep it on your fridge.

7. Communication

To enable us to keep you informed of all security and community matters relating to our area, we urge you to join our WhatsApp Groups.

We have three **WhatsApp Groups** running to keep residents instantly informed.

- ★ The **Community Group** is for security and community messages. It can become a little noisy at times depending on comments from residents.
- ★ The **Security Group** is for security messages only. Relatively quiet.
- ★ The **SAG Utilities Group** is for water and electricity related messages only. Relatively quiet.

8. Personal Information

Please provide us with your personal information for communication and emergency purposes.

Information	Spouse/Partner 1	Spouse/Partner2
Last Name		
First Name		
Gender		
Email Address		
Cell Number		
Physical Address		
Payment Method	Debit Order	EFT

9. Contributions

Protection and crime prevention comes at a cost and we believe you will find value in the fees payable. SAG, along with dedicated residents, continue to work on this matter and strongly urge you to get involved in the family orientated community we strive to build. We continuously raise funds in various ways to add additional security measures to the area for added protection.

You can choose to make your contributions to SAG either via EFT or Debit Order.

The monthly fees are currently: R420.00 per month

Banking Details

SAG

STANDARD BANK RANDBURG

BRANCH CODE: 018 005 90

ACCOUNT NUMBER: 221 018 263

(Please use your name or street address as a reference)





Debit Order Form

Personal Details	
Last Name	
First Name	
Initials	
Title	
ID Number	
Date of Birth	
Marital Status	
Gender	
Job Title	
Language	
Email Address	
Home Tel Number	
Cell Number	
Physical Address	
Subscriber Details	
Business Name	
Business Type	
Debit Order Information	
SAG Monthly Security Fees	R 420.00
Banking Details	
Account Holder	
Bank	
Branch Name	
Account Number	
Account Type	
Branch Code	
Certification and Payment Authorisation	
I hereby certify that all information provided herein is correct, accurate and true. I also authorize SAGEPAY-WAPPOINT-SAG to deduct any money due from the account indicated above on a monthly basis.	
Signature	Date

Debit Orders go off on the 1st of every month.

Email signed form to : info@sag.co.za

Debit Order Terms and Conditions

This signed Authority and Mandate refers to our contract as dated as on signature hereof ("the Agreement"). I / We hereby authorise you to issue and deliver payment instructions to the bank for collection against my / our abovementioned account at my / our above mentioned bank (or any other bank or branch to which I / We may transfer my / our account) on condition that the sum of such payment instructions will never exceed my / our obligations as agreed to in the Agreement, and commencing on the commencement date and continuing until this Authority and Mandate is terminated by me / us by giving you notice in writing of no less than 20 ordinary working days, and sent by prepaid registered post or delivered to your address indicated above.

The individual payment instructions so authorised to be issued must be issued and delivered as follows

- i. On first day ("payment day") of each and every month commencing on _____. In the event that the payment day falls on a Saturday, Sunday or recognized South African public holiday, the payment day will automatically be the very next ordinary business day. Further, if there are insufficient funds in the nominated account to meet the obligation, you are entitled to track my account and re-present the instruction for payment as soon as sufficient funds are available in my account. I am also aware that I will be charged a failed debit order fee equal to R10.00 for each failed debit;
- ii. Monthly; on or after the dates when the obligation in terms of the Agreement is due and the amount of each individual payment instruction may not be more or less than the obligation due;

OR

- iii. Annually; on or after the dates when the obligation in terms of the Agreement is due and the amount of each individual payment instruction may not be more or less than the obligation due;

I / We understand that the withdrawals hereby authorised will be processed through a computerized system provided by the South African Banks and I also understand that details of each withdrawal will be printed on my bank statement. Each transaction will contain a number, which must be included in the said payment instruction and if provided to you should enable you to identify the Agreement. A payment reference is added to this form before the issuing of any payment instruction. I / We shall not be entitled to any refund of amounts which you have withdrawn while this authority was in force, if such amounts were legally owing to you.

MANDATE

I / We acknowledge that all payment instructions issued by you shall be treated by my/our above mentioned bank as if the instructions had been issued by me/us personally.

CANCELLATION

I / We agree that although this Authority and Mandate may be cancelled by me / us, such cancellation will not cancel the Agreement. I / We shall not be entitled to any refund of amounts which you have withdrawn while this authority was in force, if such amounts were legally owing to you.

ASSIGNMENT

I / We acknowledge that this Authority and Mandate has been ceded to WAPPoint (Pty) Ltd.

Signed at _____ on this _____ day of _____ 20__

SIGNATURE AS USED FOR SIGNING CHEQUES OR CREDIT CARD VOUCHERS

10. How Safe is Your House

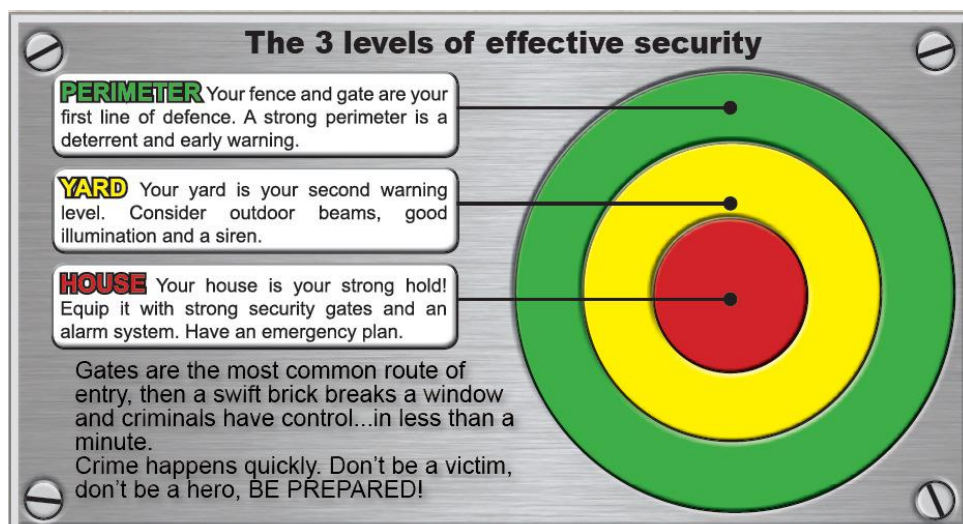
While SAG do everything in our power to prevent crime as much as possible, residents are still encouraged to implement their own security around their homes.

This document will enable you to evaluate how safe is your property and where you score in the danger zone – consider implementing the suggested recommendation.

Good	Poor	Danger	Check out these items with care
			SHRUBS – that are close to the entrance gates or next to the house could hide a criminal or obscure your view. CLEAR AWAY
			LIGHTING – Is it effective, do you leave it on at night? Good lighting around your house will keep prowlers away and you can see anyone on your property.
			WINDOWNS- Metal guards screwed on to wooden frames are easily burst open. Drill and fix 8 mm bolts through the frame and countersink the bolt head on the outside. This is a cheap and easy way to improve your security. Replace them with sliding guards or steel ones cemented into the wall if you are able to afford it.
			DOORS – Wooden panel doors maybe smashed in to gain access. Fitting a steel grill door inside or outside the wooden door will make it more difficult to break in.
			DOORS – Sliding aluminum – often these can be raised by inserting a screwdriver under the track and lifting the door out of the frame to gain entry. Test yours now. You can fit a lock to the inside frame to prevent lifting. Or fit steel doors.
			DOORS – Entrance with glass framed panels. A very weak point, its easy to break the glass panel and open the front door. All small windows should be fitted with guards as small juveniles are often used to enter small break in points.
			LOCKS – Exterior doors should be fitted with good quality locks that require a key to open it from the inside as well as the outside. Push button and Yale locks allow criminals to leave your property with large items. They also exit through the back door if the police/owner approaches the front door. Never leave your keys around they may be stolen and used for a return visit later on.
			GARAGE – Keep it closed and locked at all times. In the garage are items that can be used to gain entry or used as a weapon e.g. garden spade. Lawn mowers have value etc.
			GARDEN GATES – Manual gates should be kept closed whenever possible. In the day persons may enter your property looking for work etc. if no one is at home they move to the rear of you house and attempt a break in. At night lock gates with a chain. This would make it difficult to remove your car (push it out and start it down the road). Main gate: can it be lifter? If so, ensure that you add extra brackets
			PROPERTY ID – If your property is stolen and recovered the police must have positive ID to be able to obtain a conviction. You must record serial numbers, engrave your name and mark all items with any form of identification on appropriate place. All items of value e.g. computers, laptops, TV's, Decoders, lawn mowers etc.
			WEAPONS – are yours locked away in a secure safe? Don't fool yourself that it is hidden. Criminal will ransack your house and find it. Keep all your valued items locked in the safe.
			BACK YARD – Keep the yard door locked to prevent access to your back door.
			DOMESTIC WORKERS/GARNERS – Is your house secure in your absence? Are they able to use the phone to call the police if they see criminal activity on your property or your neighbor's? Do they have your work or cell number available, the number of the police?
			HOUSE NUMBERS – How can the emergency services respond if your house number is not easily seen by day and night? Fit a large reflective number, it might make the difference of life and death by savings those few minutes.
			KEYS – Are they on your door after locking? Please remove it. Entry is gained by breaking glass panels, hands put through and keys are turned easily to allow entry.
			ALARM – when last did you test it and is your security company receiving signal? If you don't have a link to a security company, consider adding a panic system.
			BOUNDARY WALL/FENCE/ELECTRIC FENCING – If you stand next to your outside wall, can you easily jump onto your garden/property? If yes, you may need to raise the height of the walls and consider adding spikes onto the wall or electric fencing. Do you have an electric fencing and when last have you tested it?

11. Home Security Tips

<p style="text-align: center;">Electric Fence</p> <ul style="list-style-type: none"> <input type="checkbox"/> Voltage Ensure your fence is operating at between 7Kv and 8Kv <input type="checkbox"/> Foliage Foliage reduces your fence voltage and can cause false alarms. Eliminate any clicking. <input type="checkbox"/> Wires Ensure that all your strands are tight. Loose wires are easy to breach. <input type="checkbox"/> Earth loops Earth loops/ Rings make it very difficult to tamper with an electric fence. <input type="checkbox"/> Battery Ensure that your energiser has a backup battery. <input type="checkbox"/> Alarm Ensure that your fence will trigger an alarm. Familiarise yourself with the sound. 	<p style="text-align: center;">Gate</p> <ul style="list-style-type: none"> <input type="checkbox"/> Lock Lock your gate at night and when you go away. Even if it's motorised. <input type="checkbox"/> Lift Stoppers A piece of metal to prevent the gate from being lifted off the rails. <input type="checkbox"/> Rack Reinforce the gear rack on your sliding gate to prevent tampering <input type="checkbox"/> Beams Ensure that your beams are tamperproof and not accessible from behind your closed gate. <input type="checkbox"/> Battery Ensure that your gate motor has a working backup battery. <input type="checkbox"/> Remotes Ensure that the batteries in your remotes are in good working order.
<p style="text-align: center;">Yard</p> <ul style="list-style-type: none"> <input type="checkbox"/> Illumination When lights go on, criminals will panic and run away. <input type="checkbox"/> Outdoor beams Beams are an early warning system. Have them sound an alarm and/or trigger lights. <input type="checkbox"/> Hazardous objects Store spades, axes, ladders, ropes and anything else that criminals can use against you. <input type="checkbox"/> Shed Make sure your shed stays locked. <input type="checkbox"/> Garage Lock your garage <input type="checkbox"/> Vehicles Always ensure your vehicles are locked and don't leave valuables in them overnight. 	<p style="text-align: center;">House</p> <ul style="list-style-type: none"> <input type="checkbox"/> Burglar bars Burglar bars on all windows and doors. <input type="checkbox"/> Safety gates Gates at all entrances, preferably with slam locks and door closers. <input type="checkbox"/> House alarm Alarm with a panic feature, preferably linked to a security company. <input type="checkbox"/> Siren Have a siren with a flashing red light so that the alarm can be identified <input type="checkbox"/> Safe room Have a safe room with a phone, panic button and pepper spray. <input type="checkbox"/> Emergency numbers Ensure that you have emergency numbers stored on all your phones. Program them to start with the word 'Emergency' for easy searching (Emergency, Police 10111)



12. Sector 1 Meetings

The committee members attend the SAPS Sector 1 meeting monthly and update our residents of the crime situation in our neighbourhood as well as neighbouring suburbs. We believe this to be a vital security point and encourage our residents to attend the meetings to voice concerns and praise the law enforcements that protect us and place their lives on the line.

Monthly meetings are held at The Pot Place corner Pritchard and Witkoppen, every second Monday of each month – 19:00. Any changes to the location will be distributed to the community.

13. Neighbourhood Watch

Sector 1 Neighbourhood Watch is a sub section of the Douglasdale Community Police Forum. This group of all ages of men and women work very closely with the SAPS and Security Companies in the area to combat Crime. Many of our residents are part of the Neighbourhood Watch. If you'd like to join us please contact one of the committee members.

14. Keeping the Streets Safe

One of the joys of living in a suburb like ours is being able to walk, run and cycle safely on the streets. However this can only be done by adhering to the following courtesies.

- ★ Please drive at 40km per hour!
- ★ Please slow down when approaching children, corners and blind rises!
- ★ Quad bikes and unauthorised off road vehicles should not be on these roads!
- ★ All other local road rules apply!

15. The Park

We have a stunning park along the Klein Jukskei River next to Beesvygie Street. Residents are encouraged to use the park for walks with the kids and to walk your dogs. The keys are available at the Guard House, please just return them as soon as you are done so that they are available for the next resident. From a Security point of view, please don't walk there alone. Please don't leave litter behind when you leave.

16. Refuse Removal

Dustbins are serviced every Wednesday. If you would like your bins to be sanitised after the Pikitup collection, contact Kleenbin on 083 298 7806.

Garden Rubble and Recycling Materials can be taken to Pikitup, Cnr William Nicol and Ballyclare, Bryanston, including Paper, Plastic, Cans, Oil, E-waste, Tins, Cardboard, Scrap Metal, Green Waste and Occasional Waste.

Pikitup' Free Bulky Waste Services – collection of old mattresses, old furniture, fridges, etc. Please book with the Randburg Depot 087 357 1327.

17. Good Neighbourliness

The old adage of “do unto others as you would have done unto you” is very relevant when it comes to having a happy community and here are some guidelines.

1. Please keep the noise levels to between 07h00 and 22h00 on weekdays and between 07h00 and 24h00 on Fridays and Saturdays.
The volume of music or electronic instruments and partying should be kept at a level so as not to be a nuisance to neighbours.

Should you be having a party or function that will create excessive noise or go on late into the night, please be so kind as to inform your neighbours beforehand. You'll be amazed at how understanding informed neighbours can be. You can also send this out on the SAG Community WhatsApp Group.

2. Alarms should be in good working order and only be activated if you know you can disarm it if it accidentally goes off. Please take your neighbours into consideration should you be leaving your property unattended and there is a possibility that the alarm may go off and there is no one to deactivate it.
3. Please refrain from burning garden or any other rubble in your yard.
4. Please keep foliage cut back from hanging over the walls between you and your neighbours. Foliage can be a security risk and interferes with electric fencing.
5. Dogs that bark incessantly are a great cause of irritation. Please ensure that your dogs are properly cared for if you are away for a long period of time.
6. Pets should be walked on a leash in public areas.
7. Please tag pets with your address and phone number or have them chipped, www.identipet.com as it allows for easy return if they are lost.
8. Please keep your dogs in your yards. There are many children playing in the streets, residents taking a walk and domestic workers walking to and from work. There have been incidents where dogs have bitten passersby which can have huge consequences for dog owners.
9. Please ensure that cats are secured in your property at night as catfights are a disturbance to the neighbourhood.
10. Pavements should not be used as long term storage areas for building rubble or garden refuse. It detracts from the excellent appearance of our suburb and is unsightly for neighbours.
11. Please refrain from using Fireworks. It is extremely stressful for animals, many pets have run away during Fireworks and is of extreme irritation to most residents. Permission is required for fireworks to be shot even on your own residential property. Fines can be up R 1,500.00. Report infringements to the JMPD 011 490 1630 or Douglasdale Police Station 011 699 1333.

If you do have an issue with your neighbour, please contact them directly and have a gentle conversation with them. This is the right thing to do and in most cases you'll find that your neighbour will respect your request and put the necessary measures in place. Please do not ask the SAG Committee to intervene in neighbourly requests/disputes.

18. Municipal Contacts

City Service	Type of Issue	Service Level Agreement Turn Around Time	Report to
 Johannesburg Water	Burst Water Pipe	12 Hours	Email: customerservice@jwater.co.za , Call 011 688 1699, SMS 082 653 2143. Or call 0860JOBURG - Option 3
	No Water	1 Day	
	Sewer Leak / Blockage	24 Hours	
	Meter Leak	7 Working Days	
	Fire Hydrant Leak	2 Days	
	Bees in Meter Box	3 Days	
 City Power Johannesburg	No Power to area/property	Up to 46 Hours	Log using your mobile device: http://citypower.mobi OR call 0860JOBURG - Option 2
	Illegal Connection	24 Hours	
	Dangerous Situation	Immediate	
	Street Lights not working	2 Days	
	Meter Conversions	72 Hours	
	Faulty Meter	72 Hours	
 JRA	Potholes	3 Days	Email: hotline@jra.org.za Call 0860JOBURG - Option 5  JRA Find&Fix App to report: Traffic Signal, Pothole, Stormwater Drainage, Signage, Manhole Cover, Rough Dirt Road, Weeds/Grass Cutting, Street Names, Road Markings, Pavements, Guardrails
	Manhole Cover Missing	24 Hours	
	Blocked Kerb Inlet	24 Hours	
	Road Trenches	2 Days	
	Road Collapse / Dangerous Situation	Immediate	
	Road Marking/signage	7 Days	
	Traffic Signals All Out	12 Hours	
 Johannesburg City Parks Greener. Conserved. Yours.	Grass Cutting in Open Spaces	Up to 30 Days	Email: jcp@jhbcityparks.com Or Call 0860JOBURG - Option 0
	Grass Cutting of Parks	Dependent on Status of Park	
	Grass Cutting in Cemeteries	7 Days	
	Fallen Tree/Branches	24 Hours	
	Pruning of Tree	30 Days	
JMPD 	Traffic Violations	Dependent on incident and resources available	Call EMS / JMPD call centre on 011 375 5918 / 5911
	Noise		
	Dumping		
	Motor Vehicle Accident		
	Vagrants		
 PIKI TUP	New/Additional Bin Request	7 Days	Call 0860JOBURG - Option 4
	Animal Carcass Removal	6 Hours	
	Cleaning of an Illegal Dumping Site	2 Days	
Metro Bus	Timetables / Complaints		Call 0860JOBURG - Option 6
All other City of Joburg queries			0860JOBURG = 0860 56 28 74 011 375 5555 0860JOBURG or visit www.joburb.org.za

Each resident is responsible for the reporting of their own municipal issues.

19. Municipal Issues Escalation Process

1. Log your municipal related query via the call centre (0860 562 874), regional Customer Service Centre across the City and get a Reference Number
2. Queries should be resolved within 30 days. If you have not received any resolution or response, please follow the next step in escalation process
3. Escalate your query to the regional manager if your query is still not resolved after 30 days
Region C (Roodepoort), Shaun Govender, shaungo@joburg.org.za; 082 332 3808 / 011 761 0314
4. If there is still no response after the query has been escalated to the regional manager, speak to the deputy director
Region Deputy Director for region A,B,C,E, F is Arthur Mbobo, arthurmb@joburg.org.za; 011 628-4084, 072 939 4786
5. If a customer is still unhappy with the resolution they received from the City, they can contact the City's Ombudsman office

