



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	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

SB Security is the appointed Security Company who man the access control point in Lima Street and have patrol vehicles in 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 at the Guard House 24 hours a day, 7 days a week, 365 days a year. SB Security Control Room are on our Security WhatsApp Group and are well connected to other security response companies operating in the area as well as to SAPS Douglasdale and Neighbourhood Watch, 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 windscreens 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 SB Security.
- ★ 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 check that you are not in any distress. 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.

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

Cameras

- ★ 2 cameras located at the Guard House. One looking up the street and one looking down the street. These cameras have number plate recognition, which assists with identifying vehicles who have been involved in criminal activities in other areas around Gauteng.
- ★ 2 Cameras along President Fouche.
- ★ 2 Cameras looking into the Park.
- ★ Additional cameras will be added to the grid as and when funds become available.

The cameras are monitored off site and with special software allow for the control room to be alerted whenever there's suspicious behaviour within designated areas. As soon as alerts are received, so are patrol vehicles dispatched and the Guards are notified.

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 2 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 patrolling vehicles have a clear view of any possible threat from as far away as possible.

- ★ Palisade Fence
 - The same gardener is employed 2 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.	SB Security, including: Security Fire Medical	011 462 5239 061 542 8173 064 523 1852 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.	Hunters Hill Fire Station	011 794 2666
6.	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, contributing members are encouraged to join our WhatsApp Groups.

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

- ★ The **Community Group** is for 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 **Utilities Group** is for water and electricity related messages only. Relatively quiet.
- ★ The **ATCN Around the Corner Network**. Advertising group for residents who have their own businesses or side hustles.

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: **R620.00 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)





TEL: 021 3000121
www.wappoint.co.za
support@wappoint.co.za

A. Authority/Mandate: Paper/Electronic

Given by (name of Accountholder): _____
 Address: _____
 Bank Account Detail _____
 Bank Name: _____
 Branch Name and Town: _____
 Branch Number: _____
 Account Number: _____
 Amount: **R620.00**
 Type of Account: Current (cheque) / Savings / Transmission
 Date: _____
 Contact Number: _____
 To (Name of Beneficiary): _____
 Address: _____
 Abbreviated Shortname to be used: **SAG**
 Refer to contract reference number _____ ("the Contract Reference Number")

I/We hereby authorise Netcash (Pty) Ltd to issue and deliver payment instructions to your banker for collection against my/our abovementioned account at my/our above mentioned bank on condition that the sum of such payment instructions will not differ from my/our obligations as agreed to in the Contract Reference Number.

The individual payment instructions so authorised must be issued and delivered on the date when the obligation in terms of the Agreement is due and the amount of each individual payment instruction may not differ as agreed to in terms of the Agreement.

The payment instructions so authorised to be issued must carry the Contract Reference Number, included in the said payment instructions, and must be provided to identify the specific contract. The said Contract Reference Number should be added to this form in section E before the issuing of any payment instruction and communicated directly after having been completed.

I/we agree that the first payment instruction will be issued and delivered on _____ (date) and thereafter regularly on the **1st day** of each month.

If however, the date of the payment instruction falls on a non-processing day (weekend or public holiday) I agree that the payment instruction may be debited against my account on the following business day; or

Subsequent payment instructions will continue to be delivered in terms of this authority until the obligations in terms of the Agreement have been paid or until this authority is cancelled by me/us by giving you notice in writing of not less than the interval (as indicated in the previous clause) and sent by prepaid registered post or delivered to your address indicated above.

B. MANDATE

I/we acknowledge that all payment instructions issued by you will be treated by my/our abovementioned bank as if the instructions had been issued by me/ us personally.

C. 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 also understand that I/we cannot reclaim amounts, which have been withdrawn from my/our account (paid) in terms of this authority and mandate if such amounts were legally owing to you.

D. ASSIGNMENT:

I/We acknowledge that this authority may be ceded or assigned to a third party if the Agreement is also ceded or assigned to that third party.

Signed on thisday of.....

.....
 SIGNATURE AS USED FOR OPERATING ON THE ACCOUNT

.....
 ASSISTED BY
 FOR OFFICE USE

.....
 CAPACITY

E. AGREEMENT REFERENCE NUMBER

10. How Safe is Your House

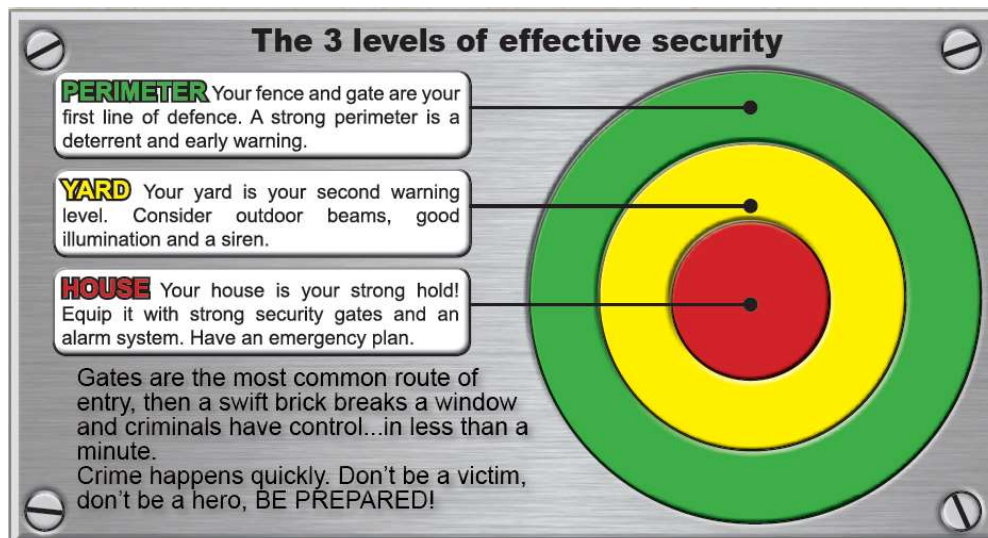
While SAG do everything in our power to prevent crime as much as possible, residents are still encouraged to implement their own security around their homes.

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

<h3>Electric Fence</h3> <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. 	<h3>Gate</h3> <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.
<h3>Yard</h3> <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. 	<h3>House</h3> <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 meetings 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.

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.

Recycling Materials are collected every Wednesday. Please collect the bags for recycling from the Guard House.

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, as the rain washes it down the road and blocks up the storm water drains which have huge consequences for the area in the future. It also detracts from the excellent appearance of our suburb, is unsightly for neighbours and increases crime in the area. For some reason or other, the untidier the area, the more criminals are attracted.
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

Loadshedding – Sharonlea Valley falls under the Olivedale (5) Grid.

City Service	Type of Issue	Service Level Agreement Turn Around Time	Report to
 Johannesburg Water	Burst Water Pipe	12 Hours	Email: customerserviceemails@jwater.co.za Send pictures, closest a street address, closest intersection, suburb, your name and contact details
	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
	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: joburgconnect@joburg.co.za get reference number. Escalate: hotline@jra.org.za with reference number. Send pictures, closest a street address, closest intersection, suburb, your name and contact details
	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: JoburgConnect@joburg.org.za Send pictures, closest a street address, closest intersection, suburb, your name and contact details
	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	Email: joburgconnect@joburg.co.za get reference number. Send pictures/videos/recordings, closest a street address, closest intersection, suburb, your name and contact details
	Noise		
	Dumping		
	Motor Vehicle Accident		
	Vagrants		
 PIKI TUP	New/Additional Bin Request	7 Days	Email: JoburgConnect@joburg.org.za Report Illegal Dumping Call: WhatsApp: 0827791361
	Animal Carcass Removal	6 Hours	
	Cleaning of an Illegal Dumping Site	2 Days	
Metro Bus	Timetables / Complaints		customer.serv@mbus.joburg.org.za

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

19. Municipal Issues Escalation Process

Copied from the City of Joburg Website 23/08/2023

Log your municipal related query via the call centre (0860 562 874), or go to the Region C Offices, Ground Floor Roodepoort Civic Centre, 100 Christiaan De Wet Road, Florida Park, Roodepoort, and get a Reference Number

- Query must have a reference number.
- Query must be at least 90 days old from date of logging.
- Queries to be forwarded to the regional Customer Service Centre's to the dedicated officials as per the table below.
- The Customer Service Centre acknowledges the query in writing within 24 hours.
- All queries are analyzed and manually routed to the relevant resolving department.
- Resolving department acknowledges the query to the Customer Service Centre with an estimated time of resolution.
- Upon resolution, the Customer Services Centre provides written feedback to the Councilor.

Escalation Protocol for Billing Related Queries

Region	CRA	OPS Manager	Assistant Director
C	Heinrich Du Plooy Heinrichd@joburg.org.za	Not Available	Shaun Govender shaungo@joburg.org.za 0823323808

