



Frequently Asked Questions

1. How will the new access control system work?

Since our roads remain public roads, everyone has a right and is welcome to use these roads. To respond to security concerns by the majority of the residents it is important however that each movement in and out of our access gates is controlled and logged. This requires new technology at the gates, in order to efficiently automate processes to achieve this objective.

We have opted to implement CloudSecure (see Annex A), which is widely used by more than 500 estates in the country. It basically works as follows:

- a. **Residents.** For residents that have the mobile application and are registered in the data base, access can be gained through any of the gates using any of the following methods – (i) a split-second glance from the vehicle window at a face recognition camera; (ii) scanning a QR code located at the face recognition camera; (iii) typing in an access code on a keypad; or (iv) automatic Bluetooth detection through the mobile application on a resident's phone. Access using the current remote controls will be deactivated at all the gates, as there are more than 800 remotes floating around with no control over it.
- b. **Visitors, regular workers, deliveries, and contractors.** The normal procedure would be that a resident provides (through an application on his or her phone) a conditional access code, which is then typed in on the keypad at any of the gates – these access codes would be conditional in that it would only work on specific days / times, and / or for a specific duration. Should someone arrive at the gate without a prior granted access code, the gate guard will – (i) scan the driver's license or ID, and, if applicable, the vehicle registration disk and license plate; (ii) call the resident to verify the visit, and (iii) provide an access code. This process is also very short, and all of these "exceptions" are recorded (camera and voice) and will be automatically tracked by the system to determine at any point in time who has received an access code, entered, and has not yet left.

**2. How does Piggs Peak Road integrate with the Nodela-Korranaberg part of the closure?
And should consideration not be given to integrate the two areas into one?**

The location of the existing gates cannot be changed – these were authorized under the initial approval by City of Tshwane (which application is long overdue for renewal). The new system (see short description under par. 1 above as further detailed in Annex A) will also be implemented at the Korranaberg gate and the two existing gates in Piggs Peak, with a pedestrian gate (with keypad) implemented at one of the Piggs Peak gates to allow residents to provide regular workers a code to access using the pedestrian gate.

3. We live in Piggs Peak. How will our access system change, and what will we benefit?

We understand residents in Piggs Peak are currently using remote controls to access their gates. Providing visitors, regulars, contractors, and delivery vehicles access is probably at best difficult at this stage, and, as mentioned, we have apparently more than 800 remote controls floating around with no control over it. This is not effective, and in principle the use of current remote controls will be disabled.

The new system as explained above will also be implemented at the two existing gates in Piggs Peak, with a pedestrian gate (with keypad) implemented at one of the gates to allow residents to provide regular workers a code to access using that gate. There will however not be facial recognition cameras on entry at these gates, because of the risk of vandalism – residents will use the other entry methods as described.

Should a visitor arrive at any of the gates without a code, they will first have to visit the Nondela gate for the scanning and verification process by the Security Firm (currently ADT) as outlined above under paragraph 1.b above.

The benefits would be that access control in Piggs Peak will be substantially strengthened, with automated logging of all movements in the system for subsequent interrogation should an incident occur. In addition, regular vehicle patrols will be negotiated with the Security Firm.

4. What about current weak spots, such as the cul-de-sac in Driekoppen road?

We have surveyed the existing infrastructure and need to complement to improved access control systems with the following measures – (i) electrical fences where required, including at the Driekoppen Cul De Sac and the Korranaberg gate; (ii) improved road markings; (iii) appropriate signage at all the gates; and (iv) general maintenance where needed. Depending on the level of initial capital contributions, we also plan to implement further measures such as motion triggered cameras along weak spots.

It remains the responsibility of each resident to make sure their perimeter is as secure as possible. We can help to arrange for cost effective upgrade quotations by the firm who will be doing our improvements – kindly let us know if you need support in this regard.

- 5. Can you please elaborate on the planned “improvements to current infrastructure”?**
Again here point 2 above could be considered. I would also like to know what changes/ additional security is planned at the Korannaberg entrance?

See par. 4 for a summary if the measures to be taken. Apart from an electric fence at the Korrangerg gate, the exist will receive a facial recognition camera and the pedestrian gate will also receive a keypad. Access by remote control (of which there are 800 floating around) will be disabled at all gates.

- 6. The monthly cost of R955 needs clarification. Will an additional guard be added to the Korrannaberg Gate; will armed reaction be included? A lot of households are already paying for Armed Reaction the sum of R955 plus armed reaction becomes unaffordable for the “return on increased security”.**

Monthly operating costs are estimated at around R57,300 – major cost items are:

Item	Cost	%
Security Firm for 24-hour Nondela gate guard	33,000	57.6
CloudSecure subscription	7,006	12.2
Streetsafe for supervision and monitoring	5,100	8.9
Provision for Tshwane re-application every 2-years	3,670	6.4
Insurances	1,400	2.4
Maintenance	1,500	2.6
Data and communication costs	1,500	2.6
Levy and other administration costs, and auditing	2,974	5.2
Provision for unforeseen	1,150	2.0
TOTAL	57,300	100

No additional guards can be afforded at this stage. The guard on duty will off course be in contact with the Control Room of the Security Firm and be able to call for back-up as may be needed. It will remain the responsibility for each resident to look after their own armed reaction services.

The amount of R955 will off course reduce as we get more than 67% of the residents to participate – a mere increase by 10 to 70 residents will drop the amount to around R820.

Apart from the improvements to our current porous access and perimeter controls, the return on the investment should also be measured against the risk that, in case our re-application to City of Tshwane is not approved, we may even loose our existing measures.

7. Can you please clarify in more detail the short and long-term role of Streetsafe as “Estate Manager” and their cost structure related to this?

The role of Streetsafe will essentially be to provide oversight over the Security Firm manning the gate, to monitor exceptions from the standard process using the new system and providing general maintenance and administrative support to effectively run the new system. We have estimated their monthly cost to be R5100 but will obviously attempt to negotiate a lower tariff when we can proceed with negotiations.

8. Apart from not achieving a 67% subscription, there may be other reasons (such as City of Tshwane not approving the applications) that cause the project to fail. These are currently not covered by the clause in the Membership Agreement that provides for repayment of the capital contributions. What happens in this case?

As for the initial capital contributions paid by residents, the same provisions will apply – apart from withholding R200 per deposit for the initial capital costs to fund the administrative costs and bank charges, all deposits and pro-rata interest received, less pro-rata bank charges and the said reimbursement for project administrative costs will then be refunded to the Members.

9. What happens to the project if we don’t achieve the required 67% support from residents?

We will not be able to approach City of Tshwane with a re-application to authorize the existing street closures. This will further increase the risk that the existing measures will have to be dismantled. Apart from that, ADT is currently making a loss with only 18 residents contributing, and they themselves may decide to discontinue their services. Should the project fail, initial contributions will be repaid as explained under par. 8 above.

10. What about non-paying residents?

We sincerely hope that all residents will understand that in our current circumstances we have little choice but to improve our access control and security arrangements, and that all will be willing to contribute to this common objective. We are offering residents the most cost-effective solution, both from a point of the view of the initial capital outlay as well as the monthly operating costs.

We understand that there may be residents that may not be able to contribute. To ensure the integrity of the system is maintained, and unless the community is agreeable to an alternate solution, they will access using the scanning process as described.

11. Do the Directors / Members of the SteerCom of WHSE receive any remuneration?

No. We have all volunteered for the project and are contributing time, and financially, to achieve the objectives.

12. I have previously filled in a “mandate” form – why do I now have to provide a Power of Attorney, and Membership Agreement?

We received 60 mandates to investigate options initially. These now need to be converted into a Power of Attorney (as required by City of Tshwane) and a Membership Agreement to establish a legal basis for the funding required to implement the project. Both these have been mailed to all 60 residents that provided the initial mandate. There will be a counter on the website (www.whse.org.za) which will indicate the PoAs and Mas received back. Specific effort will also be undertaken to obtain agreement from the additional 24 or so households.

[WHSE Solution Overview. Final. 17.6.2021. \(1\).pdf](#)