

04 March 2022

Dear Resident

Waterkloof Heights Security Estate (WHSE) - gate guarding arrangements

Our previous letter giving WHSE residents notice that, because of the financial loss we are incurring on the current 24-hour gate guards we have no other recourse than to reduce this arrangement to a 12-hour shift, has reference.

After further discussions with WHSE representatives and to assist in this regard as a show of good faith, Fidelity ADT is prepared to offer (through to end March 2022) WHSE residents **a new standardized monthly rate of R 1,200.00 (VAT incl.) for new and existing residents.** This would cover the following services:

1. A "one-stop" gate guarding service, which will include a 24-hour guarding service, collection of the levy from Fidelity ADT clients, gate maintenance and running costs, insurances, etc. As previously communicated by WHSE they estimate the total monthly cost to maintain the gates and current security arrangements at R945 per resident, calculated on a participation rate of 46 residents. We understand this includes a provision of R80/month/resident for the bi-annual reapplication cost to the City of Tshwane, which will be paid over to WHSE monthly. Should more residents subscribe, this cost component can off course be reduced proportionally.
2. Full armed response service by Fidelity ADT, at a heavily discounted rate of R255 (incl) per month. Please take note that this offer is only for clients contributing to wards the guard. **This effectively provides participating residents a saving on the Armed Response fee.**

In a further effort to grow the participation level as speedily as possible, we will implement the following CCTV infrastructure:

Participating residents	Additional Service
46	Install 2 x Human Analytic Cameras at Korannaberg Gate
50	Install new CCTV Pole with 2 x Human Analytic Cameras at key threat area
54	Install second CCTV Pole with 2 x Human Analytic Cameras at key threat area
58	Install third CCTV Pole with 2 x Human Analytic Cameras at key threat area
60 +	Negotiate new offer

We have undertaken to keep the current 24-hour shift unchanged until end of March 2022. Should WHSE not reach the breakeven target of 46 clients by this date, we will unfortunately have no other recourse than to decrease the 24-hour guarding service to a reduced but fully paid shift arrangement.



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We also understand that WHSE in future will regularly put these services to tender and we will do our level best to provide an uncontested level of service to WHSE residents.

Should you wish to contract with Fidelity ADT to make use of this offer - kindly call on Gerrit Rheeder at 082 499 5005 and email grheeder@fidelity-services.com before 18 March 2022. Kindly note that should existing clients of Fidelity ADT opt out of this offer, their current fee structure will remain in force.

We trust you find the above explanation and proposal in order.

Yours faithfully

Gerrit Rheeder

Community Development Manager: Pretoria

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