



# STONEHURST

MOUNTAIN ESTATE

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## Memo to all Homeowners and Tenants

### **Dear Residents**

We would like to express our gratitude towards you for your continued support and would appreciate your assistance with the following, to enable us to operate more efficiently and assist you more effectively.

Please be advised that the landline service provider for the Estate is VGS (Vodacom Gated Services), and they need a direct call (Tel: 0860 104 669) from you, the resident, in order for them to install your landline.

We want to be of service to you, and to assist your guests when they arrive at the Estate. It would be appreciated if you could provide security with a list of expected guests when you are having a function/party, or even if they are just visiting you, and indicate whether telephone confirmation is necessary or not. This will prevent visitors feeling un-welcome when we cannot get hold of you, and will curtail time spent on waiting whilst we do our best to assist them. Please note that security does not have an open line, and cannot dial cellular numbers.

Your safety is paramount, and a delivery coming onto the Estate is a security risk, because this person is often a stranger. Please inform us when expecting a delivery, and we will assist as best we can.

We want you to feel at ease when you see people walking on the Estate. Therefore, we would like to issue all domestic workers, gardeners, and all other workers at your house with Stonehurst ID cards. This will assist us in identifying them easily and also spot people who are not supposed to be out of their designated area. If you could assist us by informing them of this security regulation, it will be appreciated. They can come to our office at anytime, with their Identity Document, and we will take their photograph and have the cards made. We will keep the cards at our guardhouse in an allocated box, and they can collect them in the morning and hand them in at the end of the day.

We, at security, would like you to rest assured that we want to be of assistance to you, in any way we are able to. If you have any inquires, please feel free to contact us and we will be happy to oblige.

### **Security contact details:**

**Tel: (021) 787 9902**

**Ext: 100, when dialling from your landline on the Estate.**

Kind Regards



**Elizabeth Murray** (Senior Administrative Assistant – Kusela Guarding Division)

21/08/2008