

Hello!

Dear Cowies Hill Resident,
Thank you for taking the time to find out more about the heart behind our reason for forming the Estate in the beautiful place we call home...



LOCATION

Upper Highway Area

OF STREETS

Thirty Six

PROPERTIES

782

QUICK FACTS ABOUT OUR ESTATE

- 36 Roads in CHE.
- 478 Members (Total of 782 properties in the whole of Cowies Hill).
- R1100 per member per month.
- 9 Boom Gates.
- 2 Dedicated Vehicles patrolling 24-7.
- 250 metres of physical fencing securing the perimeters.
- Working relationships with SAPS and Security companies.
- 90 CCTV Cameras installed in the precinct.
- 18 License Plate recognition Cameras.
- 2 Trail Cameras.
- Dedicated Control Room Operator manning cameras and all incoming calls for assistance from the precinct.
- Full-Time dedicated Estate Management Team - including assistance with Municipal issues.
- Real-time Statistical reporting on all precinct issues including crime, technical and municipal.
- WhatsApp Community Groups for members only.
- WhatsApp access to CHE response vehicles.
- Access to paramedics and emergency response team in the event of medical or other emergency.

About us

SOME HISTORY-WHY THE ESTATE MODEL?

WHERE WE HAVE COME FROM

Our precinct previously had 5 independent associations attempting to self manage on a voluntary model. The reality is, without funds, it is a challenge to provide top grade services and security into any precinct. Without resources, initiatives remain as good ideas, and very seldom get to execution.

With the Estate model, we felt we could pool our resources and create a functional Non Profit Organisation with clear deliverables for the area.

After 2 years of town hall meetings and various discussions with third party service providers, Cowies Hill Estate was born.

WHY THE ESTATE MODEL AT ALL?

Suburban living in South Africa represents a quality of life unmatched globally. The trend to gated estates is simply based on the value presented by a properly managed community.

Cowies Hill Estate is bringing that reality to our beautiful suburb. We believe as a united community we can better our personal safety and security while positively impacting on those around us.

Municipal services are stretched well past capacity. The immediate term sees further strain on an already fragile operating budget. If we want to ensure the long term upliftment and investment in our suburb, we, the community who live here, need to take control of our futures.

The world is changing, and we are changing along with it.

CONTACT INFORMATION

EMAIL

info@cowieshill.co.za

ESTATE MANAGER (*office hours*)

031 940 7177

SECURITY CONTROL ROOM (*24 hours*)

031 717 5091

CLOSEST POLICE STATIONS

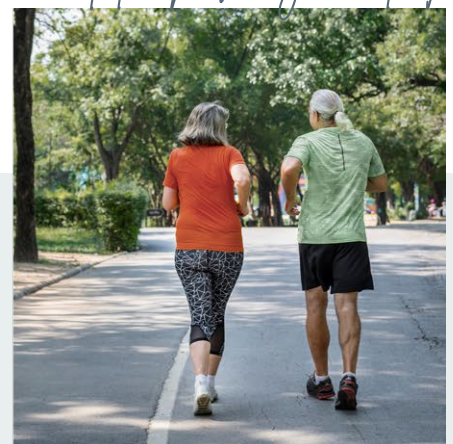
Pinetown SAPS

031 325 5079

Westville SAPS

031 267 7340

The Estate Management Team



COWIES HILL ESTATE

Better Together

About us

SOME HISTORY-WHY THE ESTATE MODEL?

IN LIGHT OF RECENT EVENTS

The events of the recent past, beginning with civil unrest, saw the coming together of Cowies Hill residents in a new way. Never before has the saying 'Better Together' been a truer statement for us, as the community spirit exhibited during this difficult time was inspiring. The way the residents stood together to protect our neighbourhood in the light of the ineffectiveness of the normal law enforcement agencies. From a standing start we developed a sophisticated plan to combat possible infiltration.

We owe a great deal to the committed members of our community very professionally and ably supported by our Estate partners, Blue Security who significantly upped their level of support in our time of real need.

The Neighbourhood Watch in our area has also expanded hugely and can be called upon to show awareness and visibility at very short notice should this be required.

Whilst we certainly cannot afford to be complacent, our learning and capability has been massively enhanced enabling us to offset the feelings of vulnerability and threat experienced previously. We are now very confident in our ability to look after our own environment, which is certainly much appreciated and valued.

If ever there were a time to stand together United. It is now.



Welcome

IMPORTANT THINGS TO KNOW

- What do I get for my monthly contribution?
- What does the Members' WhatsApp Community offer me?
- Do we have a panic button?
- Who do I contact to help me find out more about joining?

WHAT DO I GET FOR MY MONTHLY CONTRIBUTION?

- Armed response facility linked to your home.
- 2 dedicated vehicles with trained armed response officers (ARO's) patrolling the area 24/7 who are linked directly to members through the estate app and our dedicated control room. The average response rate is under 180 seconds which is remarkable by any standards.
- 18 number plate recognition cameras to identify rogue vehicles in the area,
- 90 CCTV cameras linked directly to our control room in real time. Playback of camera footage is available to members on request.
- 2 Trail Cameras situated in the dense CHE bushes monitoring perimeter entry points with movement detection technology throughout the day and night.
- 9 boom gates at key points (main entrances) on the estate.
- Good quality signage which acts as a deterrent to criminal elements.
- Area Greening - beautification of the area in terms of regular clean-up activity, the planting of gardens at the entrances to the estate and general greening.

'Unity is not defined by thinking and acting the same.'

True Unity is coming together for the common good whilst celebrating our differences. A unified community doesn't simply tolerate diversity, we celebrate it.

WHAT DO I GET FOR MY MONTHLY CONTRIBUTION?

- A dedicated [CHE WhatsApp Community](#), available to members only which not only allows a direct link to our ARO's (Armed Response Officers) via a group chat, but can also be used to report water leaks, potholes, malfunctioning street lights, electricity and water cut-offs etc. to the municipality.
- Access to the [Blue Security Mobile Panic App](#) (2 users may opt for this App) which has a panic button in emergency situations.
- [Future roadmap](#) (Funds willing) includes children's play equipment, bike and walking trails, cleaning and greening isolating the M13 highway to deter criminals' easy entry into the estate. continued upgrades to the security infrastructure.
- The power of the collective numbers on the estate enables us to offer significant added value to our members. Offers such as reduced insurance premiums due to lower risks, for example, to insurers as a result of enhanced security.
- Access to Blue Security Mobile App with Mobile Panic button. All alerts received from this push button are immediately escalated to the Cowies Hill control room, and answered by our dedicated response team.

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WhatsApp Community

COMMUNICATION

The Cowies Hill Estates uses a WhatsApp Community to primarily communicate with its members. This enables you to have conversations with every other member in the Estate - you can choose to do this with the whole estate, being a part of all conversations, or choose simply to join the chat alongside members in your specific street.



This community has sub groups – and you as a member can choose to be part of all or some of these groups:

- Announcements
- Municipal Faults
- Members Chat
- Pets
- Operator and Patrol Vehicle (non-urgent)
- Emergency
- Greening and Aesthetics

The advantage of these groups, and especially the Emergency one is that you have direct access to the control room to be able to respond within minutes.

NEWS

Messages with news will be sent out by WhatsApp, as well as via e-mail and uploaded onto our website.

EMERGENCY

Only for a crime in progress or immediate medical assistance. Your message will go directly through to both our dedicated operator in the control room, as well as to Charlie 13 and 14, our 2 full time dedicated in-field patrol vehicles.

This group is for use only AFTER pressing your panic button on your home alarm system OR activating the panic button on your Blue Mobile Panic App on your cell phone.

PRECINCT MANAGEMENT

Our Estate Management team is always ready to assist with any issues you may be experiencing in the precinct, and this can be done via WhatsApp, phone or email.

Other FAQ's

What happens if I am a non-member?

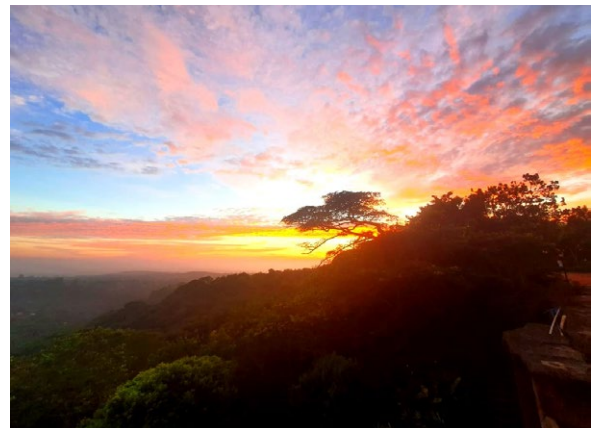
Non-members are free to continue as before and engage with their preferred home alarm company.

They will not have access to the CHE WhatsApp Community, use of the in-Estate assets such as the response vehicles & armed response officers, and will not be directly linked to the Estate response model with automatic links to SAPS and Metro.

They will not have access to the Estate Control Room operators and related services nor will they receive the community communications, updates & free training on offer.

In short non-members will “go it alone” and will be responsible for their own property and personal safety as is the standard model in Suburbs.

Please consider joining up and becoming a part of the collective so that we build a sense of a united community and are able to increase our effectiveness. You may well be surprised at how little difference the cost is between what you are currently paying your current security provider and the cost of joining the Estate especially as we are now able to offer a meaningful tax rebate as dealt with on the next page.



PLEASE REFER TO THE WEBSITE FOR A MORE EXTENSIVE LIST OF FAQ'S

www.cowieshillestate.co.za

'We are here because we want to protect our property investments, our Suburb, our community at large, and ultimately add value by leaving the world a better place than we found it.

We truly believe that WE ARE BETTER TOGETHER!

Other FAQ's

So how do I go about signing up?

To join CHE, the sign up process couldn't be easier. You can choose from 2 easy options:

- 1) Go to our website and click 'JOIN US' at <https://www.cowieshill.co.za/join-us>
- 2.) Email us at info@cowieshill.co.za

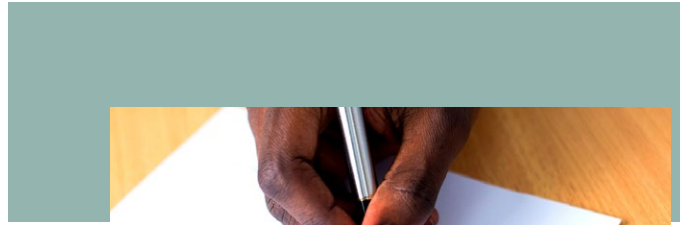
Tax benefits for members

CHE has formally been awarded the tax status of a Public Benefit Organisation (PBO). This has significant financial benefit to our members.

As a result of our PBO status we are now able to issue a Section 18A certificate to our members for the donation element of our invoices. This means that each paying member will be able to claim the tax back at their personal tax rate, for the PBO portion of the monthly contribution.

Important Points

- The PBO status is effective from 1st June 2021 allowing us to issue S18A certificates to our members for 9 months of the current tax year.
- Each member will need to submit the S18A certificate as part of their annual tax return to ensure the tax is deducted from their personal calculation.
- Rebate will be calculated on the donation element of the invoiced amount of R900 (no rebate liable on the R200 as this is specific to guarding)
- Should companies wish to make a donation they will be eligible for a tax rebate for the donation.



The bottom line

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