

Dear Owner,

As part of our commitment to maintaining a secure and safe environment for all residents, we would like to take this opportunity to clarify the responsibilities of our security team and address recent instances of abusive behaviour towards them.

Security Team Responsibilities: The primary role of our security team is to manage access to the building and ensure the security and safety of all residents. This is limited to monitoring entrances and exits, ensuring proper access control procedures are followed, and responding to security concerns raised by residents. They do not, under any circumstances, fulfil a concierge role.

Access control rules to be enforced: Any person who does not have an access tag will not be permitted to gain access to the building without a resident with an access tag buzzing them in or accompanying them. These guests also have to sign the register upon both entry & exit.

Unacceptable Behaviour towards Security Team: Regrettably, we have observed instances of unacceptable behaviour towards our security team members, particularly when enforcing access control rules. This includes verbal abuse, disrespect, and interference with their duties. Such behaviour not only compromises the effectiveness of our security measures but also goes against the principles of a harmonious and respectful building community.

Importance of Respecting Security Team Members: Our security personnel play a crucial role in maintaining a secure living environment. They are there to assist and ensure the safety of everyone within the property. Treating them with courtesy and respect not only fosters a positive atmosphere but also enables them to perform their duties more effectively.

Request for Cooperation: We urge all residents and guests to treat our security team members with the respect they deserve. If you have concerns or feedback regarding their performance, we encourage you to communicate these through the appropriate channel rather than resorting to disrespectful behaviour. Security team issues can be escalated to the building manager via perspectives@propertyexponents.co.za.

We appreciate your understanding and cooperation in this matter.

Sincerely,

Natasha Botha, Building Manager