

Community Support Services (CSS) / Randpark Ridge Residents Association (RRVA) - Service Level Agreement.

Rev: 1 2016-06-01 - UPDATED 2019-07-16

INTENTION OF THIS DOCUMENT

To agree to a level of service supplied to Randpark Ridge Residents Association and their dedicated Area of Members as documented in their Constitution.

This agreement will come into operation on the commencement date and will continue for a period of three months from that date. Thereafter, unless terminated by the client giving 3 (three) calendar month written notice, this agreement will automatically renew on the same terms and conditions on a month to month basis.

Both parties agree to keep all member records shared confidential.

CSS shall not be entitled to cede and assign the rights and obligations in terms of the SLA to a third party without the agreement in writing of the RRVA.

Key Performance Area

PRO-ACTIVE PATROLS - Dedicated Vehicle

SAIDSA BYLAW 3 applies

Reaction vehicle will be equipped with a fire extinguisher.

Reaction vehicle will have a working two way radio (PTT)

Vehicles will provide a tuck in service if and when requested for CSS Monitoring members and RRVA members who do not have an Armed Response service provider.

Vehicles will patrol the designated areas - driving every street at least twice a shift. Stand off periods not to exceed 30 minutes.

Each shift crew will document all irregularities in the designated area including open gates, open garages, open doors, vehicles parked on verges and or any other risk areas within the home which can be identified from the street.

Each shift will report on their daily report, potholes, sewerage leaks and street lights not working, for the office to report to the relevant authorities.

Each shift crew will document any intelligence gathered and communicate this to management.

CONTROL ROOM MONITORING

Contracts signed with clients will be of a month to month duration.

Ownership of the radio transmitter and antenna will always remain vested in CSS.

The control room will monitor residential or business Burglary, Panic, Beams, Electric fence, AC failure, Opening & Closing signals, where the system is capable.

The CSS standard Terms and Conditions for individual clients will always override any other documentation or verbal agreement.

The Control room will not phone the client on a Panic call and only dispatch the vehicle.

The control room will dispatch the vehicle on an alarm. The phone calls will only be made in the evenings and on weekends. In the week office hours Monday to Friday we will only dispatch (Individual client choice to receive a call or not), unless we are aware that the property is manned during the day or the Client has requested that a phone call is made. This will be done on an individual basis as requested by the Client.

The controller will request a password from the client if the client confirms that the activation was false.

The controller will communicate with the SAPS by telephone or radio communication (Honeydew project) for any assistance required for the CSS vehicles.

The controller will contact ER 24 for any medical assistance required for a client.

All activation processes will be fully documented on the alarm software program for each incident.

All radio communication between controller and crews must be clear and precise. Addresses must be repeated by the crew to verify correctness.

Weekly monitoring of radio transmitter 72-hour status checks are to be done and any discrepancies attended to.

The control room should be contacted for all Medical emergencies, so they can dispatch the appropriate services.

Vehicles will be dispatched to calls according to priority of the call, if there is more than one call at the same time.

SUPERVISION & COMMUNICATION

SAIDSA BYLAW 3 applies

Whatsapp groups will be monitored but any emergency MUST be phoned through to the Control Room on 082 411-2011 / 011 791-7917.

Statistics will be kept and distributed to the RRVA every month before the 7th of the month.

Updated Membership lists must be sent and shared between CSS and RRVA on a monthly basis.

A CSS/RRVA appropriate social media group will be set up.

FINANCE & COSTS

Area fee agreed by the RRVA – R114 590.53 Ex Vat, for a RRVA dedicated 24hr patrol vehicle, duly branded 'RRVA', to patrol the RRVA area exclusively to be reviewed annually on the 1st June.

CCTV street camera systems installed by CSS will be monitored by CSS at no cost to the RRVA.

OTHER

DISPUTE RESOLUTION:

Should there be a disagreement, which is not resolved by the parties, the issue will be forwarded to the Honeydew CPF Chairman for resolution. Should this not be resolved within 10 working days, it is to be forwarded to the Association of Arbitration for resolution.

AMENDMENTS:

Any amendment to the documents must be agreed by both parties, as represented by the Chairman of the RA and Greg Pearce of CSS.

MARKETING

Marketing by CSS & RRVA will be agree with dates in advance so planning can be done. Electronic marketing will be ongoing from the RRVA.

CSS wil do random stand offs at visible intersecions within the area as part of a marketing initiative.

If a member resigns from the RRVA and/or CSS it will be the members responsibility to remove the board off their wall, or they may give us authority to remove the board on their behalf.

Greg Pearce - Community Support Services
Member

Rod Rankin - Randpark Ridge Residents Association
Chairperson

DATE: 2019-07-16