



HOME OWNERS ASSOCIATION

Portion 1 of Farm Klipfontein, No 344, District Mossel Bay
PO Box 567, Mossel Bay, 6500
Estate Manager: Marcel du Preez
Cell: 083 465 6092
Email: emnautilus@gmail.com
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16 September 2024

Dear Owner/Resident,

GENERAL UPDATE ON SECURITY DEVELOPMENTS AT NAUTILUS BAY

The purpose of this letter is to keep all owners and residents informed on recent security-related developments and incidents at Nautilus Bay.

New visitor management system

As announced in the previous security circular dated 8 August 2024, a new visitor management system was procured from *My Estate Life*. We are pleased to announce that installation of this system is now complete. This system replaces the old visitors book with an automated system that includes scanning of driver's licences, ID books/cards and vehicle licenses of visitors, contractors and domestic workers at the gate.

The primary advantages of this system are:

1. It negates the need for security guards to phone residents (with all the accompanying hassles regarding mobile phone signal, residents not answering, etc.) when visitors or contractors arrive at the main gate. Instead, residents will "pre-book" their visitors and contractors on their mobile app which will send an access code to the visitor/contractor. This access code grants the visitor access to the estate (after their vehicle license and driver's license have been scanned by the guard). When residents invite visitors, they can choose whether the access code allows for a single visit only or whether it is valid for a certain period (maximum 5 days).
2. It places full responsibility for individuals entering and exiting the estate on owners/residents and removes much of the responsibility and authority from the guards.
3. It provides significantly improved quality of data on vehicles and individuals entering and exiting the estate with full traceability of who entered when.
4. It is expected that this system will reduce the time that visitors/contractors will be held up at the main gate thereby improving the experience for both visitors/contractors and guards.

The secondary advantages of the system are:

1. Residents can book the facilities (boma, viewing deck, bird hide, etc.) on their *My Estate Life* mobile app.
2. The mobile app provides emergency contact information and a panic button which can be used in cases of emergency to alert the appropriate individuals and/or support services.
3. The mobile app can be used to log tickets to be actioned by the Estate Manager (e.g. report streetlights out of order) and track the progress on those tickets.
4. The mobile app provides an alternative means of communication to the Whatsapp groups currently being used.

Actions required from residents:

1. We kindly request that all residents of Nautilus Bay proceed with installing the *My Estate Life* app onto their smart phones. Please refer to the guide accompanying this letter for instructions on how to install the app and register yourself to your property. Please note that all members of a household can install the app onto their phones and link themselves to the same property.



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2. We kindly request that all residences making use of casual staff (e.g. domestic workers, garden workers, etc.) register those individuals on the app and schedule the days on which those workers must have access to the property. This can be done under the "My Home" -> "Staff" menu. Marcel will provide these workers with their own personal access cards which they either need to present when entering the estate or which will be kept at the guardhouse for scanning when those staff members arrive (still to be determined). The benefits of having staff pre-registered are:
 - a. Residents don't have to send a new invite every time the staff member is due to arrive for work.
 - b. The system will prevent staff members from accessing the estate on days that they're not supposed to be working at a particular property. This reduces the risk of casual labourers trying to enter the estate on false pretences.
3. We kindly request that residents start using the app to send invites to their visitors and contractors. We aim to implement a cut-off date (to be decided) after which no more visitors or contractors will be allowed to enter without an access code.

Policies and procedures for inviting visitors and contractors:

1. The app allows for two types of visitors to be created:
 - a. Individuals. This should be used for regular visitors (friends and family) or individual contractors entering the estate. An invite is sent to their phone number.
 - b. Companies. This should be used for courier companies, deliveries, etc. where it is unknown who the individual entering the estate will be. No invite is sent, but the pending visit is loaded to the scanning device used by the guard and when the vehicle arrives the guard can see that the resident is expecting a visit from that company.
2. Our policies and procedures regarding long-term contractors (i.e. any contractor who will be spending more than 5 consecutive days on site, e.g. building contractors) have not changed and these contractors are still required to produce police clearance certificates for all their staff. This is an administrative process that needs to be completed on the first day the contractor arrives on site. Please advise your contractors accordingly. We have yet to determine how we incorporate this with the new system.
3. Please note that policies and procedures will be refined as we all get accustomed to the new system and has had the time to assess what works and what doesn't work. For example, it is still undecided whether staff members of long-term contractors and contractors visiting on a regular basis (e.g. garden services) will be pre-registered once onto the system or whether they will be scanned in every day (which will require them to present their ID books/cards with every visit). The Estate Manager will assess the practicality of all options during the next few months and propose the best course of action. Residents will be kept informed as to what will be required from their contractors as these procedures are being refined.

Residents are encouraged to contact the Reserve Manager with questions and/or suggestions. Also feel free to visit the *My Estate Life* website for FAQ and self-help options: <https://www.myestatelife.com/>.

We trust that the new system will improve the overall visitor experience for all parties involved: residents, visitors and security guards. Any constructive feedback and suggestions are always welcomed.

Home Owners Association Executive Committee Members

J Lötter (Chairman, Environmental), R Hodges (Finance), M Kilian (Security)
M Erasmus (Maintenance, Fire Control), T Louwrens (Aesthetics and Building)



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Security services at private properties

As communicated in the previous security circular dated 8 August 2024, please note that owners and residents who wish to procure security services for their own properties are allowed to choose any security company and are not restricted to using the same security service provider as Nautilus Bay Coastal Reserve. **However, we kindly request that owners of properties where other security companies monitor alarms and provide armed response notify the Reserve Manager of that fact.** This will assist us in keeping an up to date list of the security companies servicing individual properties and will significantly reduce holdups at the main gate when private security companies need to enter the estate to respond to emergency situations. This will also allow us to register these companies onto the *My Estate Life* system for improve efficiency.

Security incident on 24 August

We had a security incident on the morning of Saturday, 24 August at house 61 when an unknown and unauthorised individual was spotted leopard crawling outside the house. The individual ran off when alarm was made and eventually exited the estate over the northern fence line and into the neighbouring farm.

We view this incident in a very serious light. We are extremely grateful that nobody was harmed and no property seems to have been damaged or stolen. That said, a number of steps have been taken as a direct result of this incident:

1. We are in the process of reactivating our emergency responders group. Any individuals not on the group already who wish to be part of this group are requested to contact the Reserve Manager.
2. We are working closely with our security service provider to draw up concrete action plans with assigned roles and responsibilities to be implemented on short notice in case of an incident like this:
 - a. Communication and operational coordination.
 - b. Observation teams at pre-defined observation points.
 - c. Search teams.
3. Once these operational procedures have been defined, all members of the emergency responders group will be brought up to speed with these and given opportunity to contribute in refining action plans and volunteering for specific roles. Drills might also be scheduled from time to time to test readiness and iron out kinks.
4. As communicated in the previous circular dated 8 August 2024, our plans for an upgraded CCTV system are continuing, but now with renewed urgency. We have reevaluated the proposal and quotation received and are in the process of considering the various options for financing and maintenance of the system.
5. We need to utilise all resources already at our disposal and some residents have equipment that could prove useful when incidents like these occur. With that in mind, we kindly request residents to notify the Reserve Manager if they possess any of the following:
 - a. A CCTV system with cameras covering the area outside their house. This would allow the coordinator to engage with the individual residents during an incident to specifically monitor their cameras in the event of a person of interest being suspected of being in the vicinity of a residence equipped with cameras.
 - b. A drone equipped with camera.
 - c. A handheld two-way radio.
 - d. Licensed firearm (if you are comfortable sharing this information).

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A few additional thoughts and comments on this incident:

1. Even though we've not had many incidents of this nature at Nautilus Bay, the unfortunate reality is that we are not immune to crime. The HOA can do everything in its power to try and mitigate the risks, but ultimately, residents need to take adequate precautions and be responsible for their own safety. Evaluate your own risk profile and take appropriate actions accordingly to keep yourself and your property safe.
2. Be alert and watch out for suspicious activity, -persons or -vehicles inside the reserve as well as on the access roads and farms surrounding Nautilus Bay. Early detection is always the best form of self-defence.
3. Thank you to all the volunteers who sprang to action immediately and patrolled fences, checked on neighbours' properties, etc. It was heartwarming to see everyone contributing and doing what they can to look after each other's property.
4. We 've been very fortunate that no harm resulted from this incident. This might prove to be a timely wake-up call. That said, we should not allow this incident to curtail our enjoyment of this piece of paradise we are blessed to call home and start living in fear.

Year-end closure

As per section 7.16 of the Home Owners Association of the Nautilus Bay Coastal Reserve constitution, no construction work is allowed during the period from 16 December up to the end of the first week of January. As such, the last day on which contractors will be allowed this year is 13 December 2024 and the first day on which contractors will be allowed in the new year is 6 January 2025. Please advise your contractors accordingly.

As always, please feel free to contact either Marcel or myself with any questions or concerns.

Best regards,

Markus Kilian

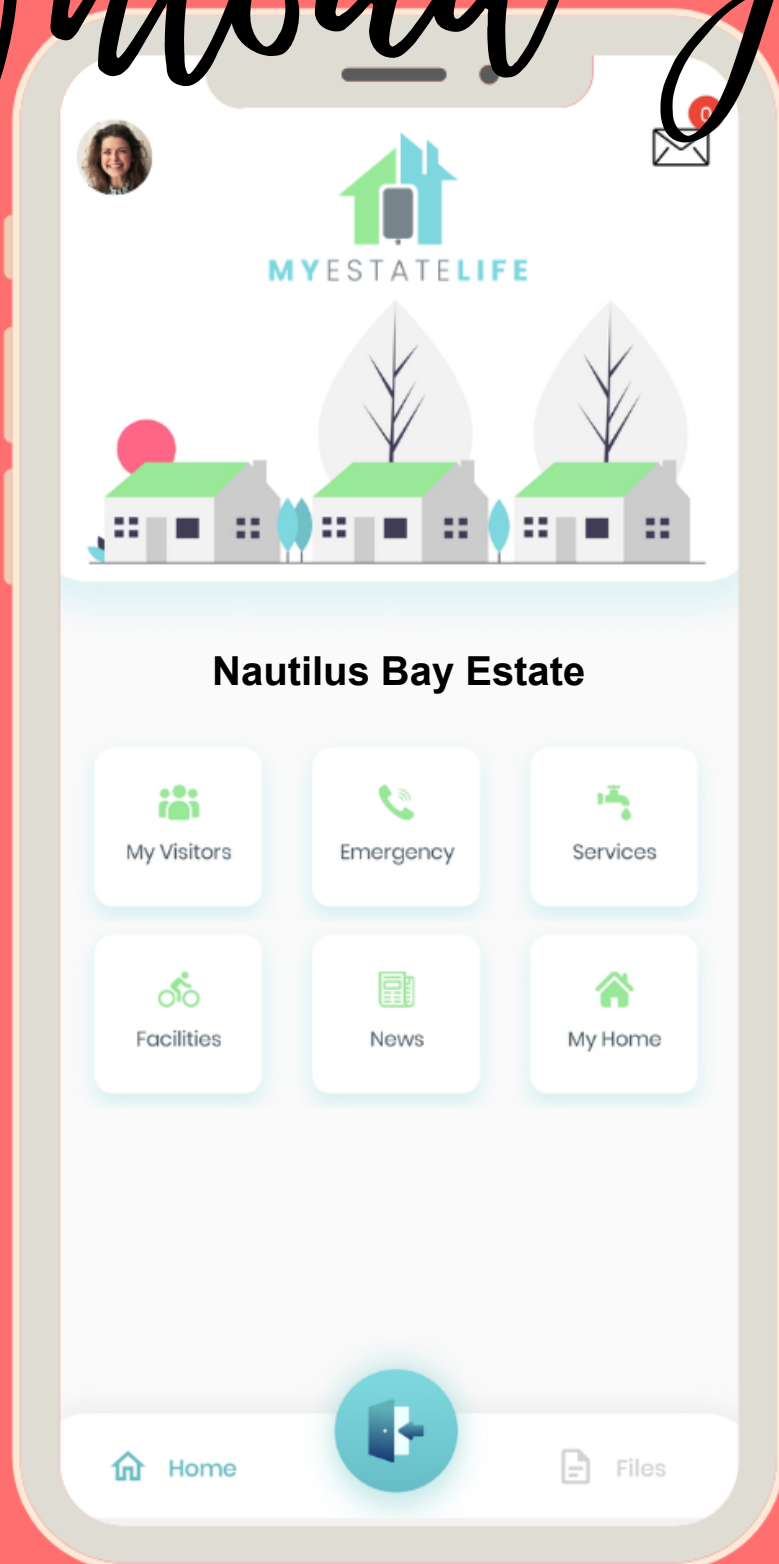
Nautilus Bay Exco: Security

On behalf of Nautilus Bay HOA



MYESTATELIFE

Download Guide



Step 1 : Download the app

Select your phone model



Search for "My Estate Life" in the
Then download or Install the app below

App store



My Estate Life
Lifestyle



This icon



Search for "My Estate Life" in the
Then download or Install the app below

Play store



My Estate Life
Lifestyle



This icon



Search for "My Estate Life" in the
Then download or Install the app below

App Gallery



My Estate Life
Lifestyle



This icon

Step 2 : Register a profile



Create Account

Type Your Email

Confirm Email

Next

Create Account

First Name

Last Name

Phone Number

Gender Male

ID Number

Upload Profile Photo

Click on your profile to
update your info or add
info about your car/s



Step 3 : Add a property

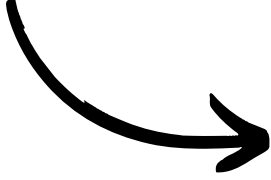
Nautilus Bay Estate

Press "Manage my properties" under Profile Or Add Property on the home screen



Manage My Properties

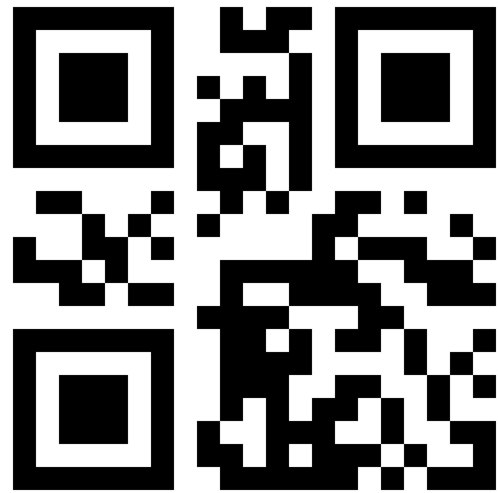
Scan this estate identifier when prompted to in the process.



Select your address and complete the property registration.

Estate Identifier

NA8185FA44



Step 4 : Await Approval



Your profile will need to be approved by the estate management team in order to gain access to the app.

Need help?

Chat to our support team

myestatelife.com

Use the chat function or click on support to open a ticket.