



Alarm monitoring ★ Emergency response ★ CCTV surveillance
24 hour crime prevention patrols ★ SAIDSA and PSIRA registered

Crime Watch SA CCTV Monitoring Policy Customer Awareness

July 2016 update

Overview

This document sets out to explain in this instance to **Residential Groups** who obtain discounted monitoring from Crime Watch SA, exactly what is our policy so that there is a clear understanding.

Crime Watch monitor a variety of approximately 78 different cameras currently for residential premises, commercial premises and residential groups, complex's and so on. The monitoring that we do varies dependant on the service that people require.

This cost of this ranges from R4,000 + a month for specific monitoring of a camera up to 24 hrs a day, through to free monitoring services for example to a residential group that have purchased a camera to monitor their property and associated street(s), and provided for the required links to enable it to be monitored in the Crime Watch Control Room, which is manned 24hrs a day. All properties will either are or have become clients of Crime Watch in the process.

As you are aware over the years as part of our '**Safer Community Project**' Crime Watch have built up a significant network of cameras across the communities we cover. This is thanks in part to the CCTV project commitments made by individual contributors, and businesses such as **Rawson & Leapfrog Estate Agents**, who really do make significant contributions to the project. Crime Watch obviously are committed to making continual reinvestment themselves to develop the network. This enables us to provide intelligent policing, better detection, and excellent response times for added security within our communities.

We do this in three ways – **Prevention, Routine CCTV Patrolling** and **Detection** in the main.

Unit 6b Point Business Park, cnr Koeberg & Marinus Roads, Milnerton, 7441
tel: 0860 500 005 • fax: 086 590 4790 • email: info@crimewatchsa.com • www.crimewatchsa.com
Southern Ambition 1260 cc t/a Crime Watch • CK No 2007/034551/23

member: CA Ginsberg

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1. **Prevention** -Criminals do not confine themselves to one area, the same people can be seen by our Armed Reaction Officers in Montague Gardens, Tijgerhof and Sunset Beach for example, the CCTV network enables us help monitor their movements and deploy Reaction officers accordingly.
2. **Control Room Routine CCTV Patrolling** – For the majority of the average day, the CCTV network is monitored within its contractual obligations, or in routine CCTV Patrolling mode, dependant on the camera. The Control operators focus for periods of time through the day and night on each camera, which is recorded on a CCTV surveillance log.

This is where all the relevant cameras within the network are routinely reviewed to see if there is any suspicious or unusual activity occurring or that known individuals have not suddenly appeared in a particular street, where they have no reason to be. PTZ (Pan, Tilt, and Zoom) cameras often cover many households and even different streets and intersections. The Controller will scan each street.

Whilst the pictures provided by each camera are permanently on a screen within the Control Room, the operators cannot view every single one at all times. That in itself would require a significant increase in the level of manpower and is totally cost prohibitive in a residential situation.

3. **Detection** – In the event of a positive activation 'Break In', whilst the Control Room are deploying Reaction Officers to it, the monitoring side of the Control Room, can start to hunt and detect potential culprits fleeing the scene of the crime whether they are on foot or in a vehicle. Obviously we are limited by the extent of the camera network, but as it develops our ability to detect becomes more successful.

When suspicious activity is detected and being monitored by the Control Room operators, that is the focus of attention, because we have to deal with the immediate threat that exists. **Our mandate is to' Protect our clients, Protect their Property, Bring Criminals to Justice'** on occasion that may mean that other cameras are not being monitored because there is no Immediate threat at the time.

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1. **Camera Cleaning & Maintenance** – The CCTV camera (Static, PTZ or LPR) will always be located within the grounds of a Private Property. Prior to carrying out any routine maintenance or cleaning of the camera, Crime Watch will contact the owner of the property and arrange access. N.B. Please ensure that you confirm the credentials of the person maintaining the equipment, and verify with our Control room if there is any doubt.
2. **Installation Guarantee period** – The entire installation is normally guaranteed for the period of **one year** from the date the installation was completed. On occasion the camera itself may have a guarantee period of longer than one year which will apply. Thereafter dependant on the agreed registered owners of the camera, charges may apply in relation to the replacement of faulty equipment. The majority of cameras in the network are owned by Crime Watch SA, and therefore ***will be liable for any maintenance required during the life expectancy of the equipment. In general terms this would normally be classed as 5 years from the date of installation given the proximity to the sea.***
3. **Further funding** - After this period Crime Watch SA, will seek finance from the Residents concerned for any replacement equipment required, but will fund the related technical labour costs themselves.
4. **If the camera is a PTZ camera** - the default position of the camera shall be agreed with the residents concerned within the group and will be determined to cover the greatest area of neighbours contributing to the project or the most important area that needs to be covered from potential suspicious activity. (This could be a servitude, the Vlei for example). In the event of a dispute between parties the majority will determine the location.
5. **Privacy** – Some cameras are extremely powerful and it is understood that all individuals value their privacy and may be concerned by what a camera may be able to detect. On set up, the CCTV Manager, will discuss the areas that need to be masked out, so that no one can see those areas – for example, windows, doors, garden areas, swimming pools, some driveways or garages.
6. **CCTV Evidence** – If required for Insurance purposes or as supportive evidence to obtain a conviction and required by SAPS, the CCTV evidence from the camera will be provided free of charge by Crime Watch SA, to the residential group or body that set up and funded that individual camera or are a member of the CCTV project and contribute to it on a monthly basis. (NB – In the case of a residential group the individual requiring it was originally within the group and financially contributed to the project).

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If the CCTV operator is required to give evidence in court there will be a charge of R420 which the individual will be required to pay.

If the CCTV evidence is required by a third party where an incident occurred whilst they were passing that camera, Crime Watch SA will only do so when they first make a payment of R 1,500 towards the camera project, and they will be charged at a rate of R 420 per hour thereafter to search for the CCTV evidence, which may also be on other cameras within the network.

If a member of a particular Street or residential group require evidence from another camera in the network, then this will be charged at the full price.

The costs incurred automatically go into the CCTV project fund, which enables further cameras to be purchased and for the ongoing maintenance of the network

- 7. The Cost of monitoring** – Crime Watch SA reserves the right after a period of 5 years from the date of installation to implement a charge for the monitoring of the cameras. This currently is charged at R600.00 per camera per month (subject to an annual increase on the 1st November of each year). If the residential group requires more specific monitoring than has been stated above, that will be subject to a monthly monitoring charge, which will be calculated accordingly.
- 8. If anybody would like to contribute to the CCTV project, or would like a full survey carried out with quotation to add a camera to their street or neighbourhood, please contact Crime Watch on 021 552 1717 or email info@crimewatchsa.com**

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