

Raptor's View Wildlife Estate

Suggested Security Protocol for Residents

What to do in the unfortunate event of a security breach of your home

1. If in your home at the time of the breach and you suspect perpetrators may still be in the house, immediately activate your panic button if you have a panic or alarm system installed.
2. Touch as little as possible and walk around your yard or driveway as little as possible so as not to disturb evidence and possible tracks for security to track.
 - If possible, move yourself and your family to a safe room or section of your home which was not accessed by the burglars. This is to give security and the police the best chance to find prints and other evidence.
 - Immediately alert the Canyon Risk Solutions Control Room on **072 806 4868**
 - The Control Room will co-ordinate the response, based on the threat, with management and security.
 - The Manager on duty will liaise with Security.
 - Security will immediately come to your home. Only one person from the household must go out to speak to them to avoid crime scene contamination.
 - Security will then start tracking from your home to establish if the perpetrators are still on the estate or not, and where their possible entry and exit points are.
3. The Control Room will notify the Hoedspruit SAPS of the breach.
 - You will need to go to the police station to open a case of either breaking and entering or theft depending on the situation - police will advise you of this. Take some form of identification with you and write down as much detail as you can prior to going to the police station. When one is flustered it is easy to forget details.
 - Keep records of serial numbers of all electronic appliances in your household, which will assist with identification of items when recovered.
4. Once you have your case number you can notify your insurance company and supply Security with the case number.
5. Once Security and police have been able obtain evidence, you can secure any areas that were damaged by the perpetrators.

It is recommended to at least have a panic system in your home for a medical or security emergency, if not a full alarm system. You can contact Canyon Risk Solutions in this regard - CRS Operations Manager – 071 218 1994

Important contact numbers

Canyon Risk Control Room – 072 806 4868

Raptor's View Manager – 071 675 2525

CRS Supervisor – 064 821 7354

CRS Operations Manager – 071 218 1994

SAPS Hoedspruit – 015 799 4065

Medical emergency – 072 170 0864