



Homeowners' Association

Emergency and Evacuation Procedure

(last updated October 2021)

The trustees place great importance to the ongoing safety & security of the residents. A permanent committee has been appointed to regularly review all aspects of safety & security and make recommendations to the Trustees. This notice addresses what residents should do in the event of an emergency, as well as the protocol for an evacuation should this be required. We recommend that each homeowner reads this notice carefully and displays it in a convenient place in the home.

1. In the event of an emergency whether it be a medical emergency, criminal activity or a disaster event such as fire, flooding etc, the homeowner should press the panic button. **REMEMBER TO HOLD THE BUTTON DOWN FOR AT LEAST 3 SECONDS UNTIL THE SIREN SOUNDS.** The activation of the panic button will alert the Allsound control room, and this will initiate a series of actions resulting in the appropriate emergency service to be called to attend.
2. Homeowners can also call the Allsound control room directly (see emergency no's overleaf) and explain the nature of the emergency. This procedure will normally result in an improved reaction time, as it avoids the step of the control room investigating the nature of the emergency prior to calling the appropriate emergency service.
3. A system of block captains has been set up within the estate. A block captain is assigned to approximately 10 homes, and the purpose of the block captains is to assist homeowners in the event of an emergency, particularly those homeowners having mobility problems and special needs. Please refer to the map overleaf which indicates your block captain.
4. Should an evacuation be deemed necessary, the block captains will advise homeowners and assist them in moving to the designated assembly point.
5. Unless notified otherwise the designated assembly point is in the Clubhouse grounds. Assembly point signage has been installed to indicate the assembly point.
6. We advise homeowners not to park their cars in the vicinity of an emergency as this could block emergency services from reaching the site of the emergency.
7. The estate has also set up a small team of volunteer first responders that will endeavour to help in the case of an emergency, prior to the emergency services arriving on site.

8. **Remember to keep calm and do not panic**



KLE Block Captains

Block 1 – Ray Cooper unit 115

Block 2 – James Bryden unit 7

Block 3 – Steve Fraser-Smith unit 72

Block 4 – Alister Simmonds unit 90

Block 5 – Klaas Van Wyk unit 96

Block 6 – John Warner unit 111

Block 7 – Norma Lederle unit 24

Block 8 – Doug van Hoffen unit 39

Block 9 – Barry Noble unit 62

Block 10 – Peter Rowntree unit 51

Block 11 – Don Woods unit 57

KLE Emergency contacts:

- | | | |
|----|------------------------------|---|
| 1. | Emergency Coordinator | Mike Griffiths – ext. 1002 or cell: 082 440 4498 |
| 2. | Estate Supervisor | Michele King – ext. 1030 or cell: 084 7943333 |
| 3. | Healthcare | Tracy Chandler-Babst ext. 1074 / 1014 |
| 4. | Security (Guardhouse) | ext. 1000 |
| 5. | Emergency Plumber | Charl Nothnagel - Jaunchelle Plumbers cell: 083 4411323 |
| 6. | Emergency Electrician | Jason Ballard – JB Electrical cell: 076 5533855 |

Knysna Emergency contact numbers:

- **Police Flying Squad:** 10111 (dial 112 from your cell phone - MTN, Vodacom, Cell C and Telkom)
- **Knysna Police Station:** 044 302 6600 / 8
- **Metro Ambulance 10177 ER 24** 084 124/083 320 1199
- **Fire / Rescue** 044 302 6400 – Fire Station (also removal of snakes)
- **Poisons Information Helpline of the Western Cape:** 0861 555 777
- **NSRI – National Sea Rescue** 044 384 0211 / 082 990 5956
- **Locksmiths** 082 896 5520 – Knysna Locksmiths
- **Vehicle Breakdown** 044 382 1461 Knysna Motor Strippers
- **Allsound Security (Control Room)** 044 382 5589

- **Municipal Helpline** 044 302 6300
- **Mountain Rescue** 10177 – Metro Control Room