

Resident Complaints Record Spreadsheet - Welgedacht Estate - MAY 2019

NR.	DATE	TYPE	COMPLAINT	FEEDBACK
1	03.05.19 19h53	Barking dogs	Response found nobody at the house where the dogs were barking.	The Resident was informed of the situation and said they will be home soon.
2	07.05.19 19h55	Noise complaint	A Resident complained of loud music coming from the clubhouse.	The organiser of the party understood and the volume was turned down.
3	10.05.19 08h34	Barking dogs	Response spoke to the owner.	Resident said that it's not their dog barking.
4	12.05.19 21h55	Breaking glass	A Resident reported that she heard glass breaking nearby.	Response found no irregularities.
5	18.05.19 13h54	Barking dogs	The control room informed the resident of the barking dogs complaint.	The resident said they will be home soon.
6	19.05.19 16h04	Missing Newspaper	Resident complained that her newspaper is missing.	She was advised to contact the newspaper.
7	19.05.19 19h53	Noise complaint	Resident complained of a loud banging noise. Response found a garage back door banging.	Response placed a brick behind the door.
8	20.05.19 07h01	Security complaint	Resident complained of security not following the rules, because of her domestic that could not gain access to the estate.	The security manager investigated and found that the domestic did not have her yellow permit card.
9	21.05.19 09h50	Spark at electric fence	A Resident reported that the electric fence is making a spark at the back of her house.	The security manager removed a branch hanging over the fence.
10	24.05.19 11h36	Parked vehicles	A Resident complained of many vehicles parked in Combretum street.	The Resident was having a birthday party.
11	24.05.19 21h58	Naughty children	A Resident complained of children playing with fireworks.	Response gave them a stern warning and told them not to play with fireworks in the Estate.
12	25.05.19 16h19	Suspicious person	A Resident reported a male scratching in her garbage bin. Response found the man and he said he works for a gardening company.	Security spoke to the supervisor of the gardening company and gave them a stern warning.

13	25.05.19 21h05	Barking dogs	Response found dogs barking on the balcony of the house and knocked on the door, but nobody was home.	The Resident was informed and said that they are on their way home.
14	25.05.19 22h27	Noise complaint	Response found a 21st birthday party.	Response asked them to lower the volume.
15	29.05.19 16h15	Naughty children	A Resident reported children throwing something in the dam.	Response found a big rock in the dam, but no children in the area.

Welgedacht Estate Incident Record Spreadsheet - MAY 2019

NR.	DATE	TYPE	COMPLAINT	FEEDBACK
1	01.05.19 06h28	Rude Resident	A Visitor was very rude to security because of her code that did not work immediately after it was generated.	Estate office was informed.
2	06.05.19 10h45	No water	A Resident reported that they have no running water at their property. The security manager investigated and found that it was a council problem.	Controller on duty phoned City of Cape Town to report the matter.
3	07.05.19 09h32	Visitor not following rules	A Visitor was asked to make a U-turn due to his access code not working and he disobeyed the securities wishes and drove straight into the estate. Response went after the visitor.	Response brought him back to the main gate and warned him.
4	10.05.19	Vehicle Accident	An accident occurred between two vehicles in Welgedacht drive near the stop sign.	Both parties involved exchanged information.
5	17.05.19 19h20	Medical	A Resident had a heart attack and an ambulance was phoned.	The resident refused to go with the ambulance.
6	18.05.19 14h51	Vehicle Accident	Response reported a vehicle that rolled into a pole due to the handbrake not being pulled up.	The incident was reported to the Estate Office.
7	18.05.19 19h20	Ambulance	Main gate reported that there is an ambulance on site.	Ambulance was escorted by response. The Resident was taken to hospital.
8	20.05.19 06h45	Domestic	A Domestic worker stood at the pedestrian gate without a permit. Security phoned the resident who refused to come and fetch her.	Superintendent allowed her in out of good gesture and referred the incident to the estate office.

9	20.05.19 06h50	Domestic	A Domestic worker refused to obey the estate's rules. The biometric system did not allow her access and she jumped over the poles at the gate to enter the estate. Response followed her to the house where she works.	Response informed the resident of her actions and the estate office was informed.
10	20.05.19 14h01	Suspicious vehicle	A Resident reported a suspicious vehicle and security investigated.	The controller phoned the SAPS and found that the vehicle was not stolen. The owner of the vehicle was contacted and she left the car there after a party the previous night.
11	25.05.19 21h18	Gunshot reported	Security reported a gunshot in the area.	Response found a group of boys playing with fireworks.