



One Call Can Make a Difference

What if your one call prevented the next crime?

Safe communities are not created by security teams alone. It is built through the everyday actions of the people who live and work there – individuals who notice when something is out of place, trust their instincts and take the time to report it.

Security teams are constantly monitoring, patrolling and responding. Still, community members are often the first people to notice something unusual, e.g. someone loitering near a boundary, suspicious vehicles in the area, or an unfamiliar person taking an unusual interest in buildings, vehicles or routines.

It may seem insignificant at the time. ***But what if it isn't?***

Don't assume someone else has reported it. It is easy to think that someone else must have seen the same thing and already made the call. A formal report puts the information into the hands of the people who can record it, investigate it and use it as part of a wider security picture.

Every Report Adds a Piece to the Puzzle

Security is not only about responding to an incident after it happens. It is about identifying patterns before they develop into something more serious. An isolated suspicious vehicle may not appear significant. Neither might a damaged fence, an attempted gate breach, or someone repeatedly walking through an area without an obvious reason. But when these incidents are recorded, they can reveal connections and patterns.

Your report could help the security team:

- Identify emerging crime trends within and around the estate
- Recognise repeat activity, vehicles or individuals of concern
- Increase patrols in areas where unusual activity has been reported
- Improve the positioning of security resources
- Support investigations when incidents occur
- Provide valuable intelligence to SAPS and other relevant role players and
- Take preventative action before a situation escalates

**When something doesn't seem right, don't dismiss it.
Don't assume someone else has already made the call.
Your one call could be the piece of information
that helps prevent the next crime.**



Report Safely & Don't Investigate Yourself

Being security-aware does not mean putting yourself at risk. If something looks suspicious, maintain a safe distance. Do not confront an individual, follow a vehicle or attempt to investigate an incident yourself. Instead, move to a safe location and report it to security. When reporting, provide as much useful information as you safely can – even a small detail can prove valuable.