

LLANDUDNO – considered part of Hout Bay, so in-case-of-incident, follow their same instructions, generally as follows:

- A. **Any Observer** (for example: Victim, Residents, LSLC, LNW, etc...) – should request back-up before intervening via/otherwise:
 1. Report to Watchcon; and request specific action from Watchcon for any incident, for example, ask Watchcon to:
 - a. Crime – report to Security Service Provider (SSP; optionally incl: PPA, FADT, CCP, SAPS, & LNW)
 - b. Suspicious Activity – report on appropriate WhatsApp group for neighborhood (see below)
 - c. Emergency (other than crime) – notify proper authorities (fire, ambulance, poaching, sea rescue, etc...)
 2. Follow-Up with Watchcon to confirm action
 3. File incident report with SAPS or Law Enforcement (or as otherwise advised by Watchcon) and get case number
 4. Follow-Up with Prosecution (see Community Website)
- B. **Watchcon** (founded by HBNW; Operated by CCP) – is donated and requested to provide:
 1. 24-Hour Call-Center for receiving reported incidents from any observer in the Hout Bay area
 2. Crime - relay reported info in following order (extent is always at the judgement of the controller):
 - a. Private Property = PPA or FADT then SAPS or Law Enforcement then OmniVision
 - b. Public Property = PPA then SAPS or Law Enforcement then OmniVision
 - c. NOTE: if report is from one SSP – relay to other SSP (via Llan Security Alerts WhatsApp group)
 3. Only SERIOUS Suspicious Activity and/or Crime Critical info - relay to residents immediately via (i.a.w. site policy):
 - a. WhatsApp group for neighborhood (Llan Sec 1 Broadcast, Llan Sec 2 Broadcast, & Llan Security Alerts)
 - b. WhatsApp group for HBNW-EXCO group (if needs to be shared to wider area)
 - c. NOTE: Neighborhood Watch Chair will provide post event follow-up once facts are confirmed, for statistics
 4. Emergency (other than crime) – relay info to proper authorities i.a.w. SOP (Standard Operating Procedures)
 5. Log-In of Incident and Follow-Up to Close
- C. **Security Service Provider (SSP)** – are contracted to:
 1. Monitor – via: routine patrols, radio traffic on designated channel, & phone Apps provided by company & NW
 2. Report - incident to Watchcon same as from Any Observer (see above; especially noting need to request back-up first)
 3. Respond – i.a.w. Law, Company Policy, Neighborhood Watch SOP, and good-judgement
 - a. NOTE: understand borders between Public & Private property; and rights of Citizens Arrest vs. self-protection
 4. Request – further back-up as needed via Watchcon (for example, other SSP, CCP, SAPS; NW Sleeper Channel)
 - a. NOTE: Initial SSP is responsible for 1) taking-command and 2) requesting any/all back-up - until relieved
 5. Follow-Up – critical info to share in real-time; and later with detailed Report - via WhatsApp group Llan Security Alerts
- D. **OmniVision** – is contracted to:
 1. 24-Hour Monitor of electronic security information (Cameras, LPR, Sensors, Trackers, etc...)
 2. Relay observed incident in following order (extent is always at the judgement of the monitor):
 - a. Private Property = PPA or FADT then Watchcon (ask WATCHCON to contact SAPS if necessary)
 - b. Public Property = PPA then WATCHCON (ask WATCHCON to contact SAPS if necessary)
 - c. Incident other than Crime = WATCHCON (ask WATCHCON next course of action & report/follow-up)
 3. Maintain direct communication with SSP to relay real-time electronic security information
 4. Follow-Up – with detailed email report to: Neighborhood Watch Chair (who will distribute as necessary)

Llandudno Specific & Primary	Phone Number	Hout Bay & Provisional Authorities	Phone Number
Watchcon / CCP Voice (PRIMARY) →	021 790 9333	SAPS Hout Bay	021 791 8660
Watchcon / CCP WhatsApp (LPR) →	060 345 3514	Law Enforcement (incl. Poaching)	021 596 1999
Fidelity-ADT Hotel 4 (Home Alarm)	Call WATCHCON	CoCT Emerg Call Center (incl. sewer)	021 480 7700
Fidelity-ADT Ctrl Rm. (Home Alarm)	Call WATCHCON	Fire Dept Hout Bay	021 791 7960
PPA Llandudno (Publics Space)	Call WATCHCON	Ambulance Government	021 937 0500
PPA Llandudno (Home Alarm)	Call WATCHCON	Ambulance ER24 (Insured)	084 124
PPS Ctrl Rm. (Home Alarm)	Call WATCHCON	Environmental Law Enforcement	021 483 4091
CCP Ops Mgr (JJ DeVilliers)	Call WATCHCON	SANParks Mountain Rescue	021 937 0300
OmniVision Ctrl Rm (LPR) Voice	Call WATCHCON	Apostle Battery Care-Taker (Anton)	Call WATCHCON
OmniVision Ctrl Rm (LPR) WhatsApp	Call WATCHCON	Apostle Battery Care-Taker (Anton)	Call WATCHCON
Radio System of HBNW UHF	Dial Positions	Leeukoppie Est. Gate (Sol Kerzner)	Call WATCHCON
Hout Bay Ops (Mt Rhodes repeater)	1	LNW (Llan Neighborh. Watch; Carel d.)	Call WATCHCON
Sleeper (repeater subtones of 1, 3)	2	LSC (Llandudno Sports Club; Rob W.)	Call WATCHCON
Llandudno Ops (Fishermans repeater)	3 ←	Llandudno School Mgr. (Garrow C.)	Call WATCHCON
Line of Sight (direct; semi-priv ops/chat)	4	LSLC Property Mgr. (Sue G.)	Call WATCHCON
Secure Digital Link to 6 (Penzance R.)	5	National Sea Rescue (Hout Bay)	082 990 5964
Secure Digital Link to 5 (Suikerbossie R.)	6	LSLC (Llandudno Surf & Lifesaving Club)	HBNW UHF Ch. 3
WATCHCON; PPA LK9; PPA TAC 6; ADT 4 ←	Call Signs	LSLC from 10am-6pm (15OCT-30APR)	← Hours of Ops

Sample Phrase, "WATCHON, WATCON..Llandudno Lifesavers..Radio-Check..over" (hold PTT [Push-to-Talk Button]; half-second before speaking)
 Radio Quality Definition: "5 by 5" means Strength is excellent & Clarity is perfect (respectively; on a scale from 1 to 5; best being 5); Ref. NATO
 Radio Battery Maint.: there is NO need to let battery drain fully before re-charging; and there is NO harm to leave radio ON while charging.
 Radio Usage: Llandudno Active Responders should be on Ch. 3 (also monitored by WATCHCON); LNW members should stand-by 24/7 on Ch. 2.