

7 October 2019  
Glenwood UIP Update



Hi Everybody,

Just to update you on a few GUIP developments. I am sorry to report that our Precinct Manager Dhevan Chintha has resigned to pursue other interests. We are sorry to lose Dhevan after such a short time and we will all miss his positive attitude and enthusiasm and we thank him for his contribution to the GUIP. The good news is that we have been very fortunate in securing the services of Vernon Stokes (previously a Brigadier in SAPS and Umbilo Station Commander for 2 years) as the Acting Precinct Manager effective as from Monday 7 October. We will have to follow due process in appointing someone to replace Dhevan on a permanent basis and we will re-advertise the position in due course. However we warmly welcome Vernon to the GUIP in the meantime.

The other good news is that the share-call number to report incidents of any nature in our precinct is now fully operational. Whether the incident is as simple as a broken light bulb or a pothole, or something more serious like an armed robbery, this number is the point that all such incidents should be reported to. This number will be manned on a 24/7 basis by the Ensure Security Control Room and the officer on duty will react accordingly dependant on the nature of the incident. In the event of criminal activity, the dedicated armed response vehicle will be despatched immediately but in all cases incidents will be recorded, categorised and given a reference number on the Incident desk system. In the case that follow up action is required by a Department of the Metro, then the incident will be referred to the relevant department. The GUIP share-call number is:

**0861888443**

Please note that this will be the **ONLY** channel of communication between stakeholders in the precinct and the GUIP – please do **NOT** report incidents on Whatsapp Groups or elsewhere. The advice that we have had based on experience in other UIP's is that this is the most effective way of managing communication between a UIP and the stakeholders in the precinct. Please be aware that in the short term if you call this number it will be answered as "Ensure Security" until we have a means of identifying that it is a call to the dedicated GUIP line. Thereafter it will be answered as "Glenwood UIP".

The other good news is that we have approved a GUIP logo which I have attached for your info. A uniform has now also been approved for the ambassadors and this will make them a lot more visible going forward. There has been a huge amount to do on the administration side from VAT, UIF and PAYE registration, to purchasing computer hardware and software to updating our contributor database. However on all fronts I think we can be reasonably satisfied that we have made good progress in our first month of operation.

We will keep you posted as things develop.

Regards,

**Neil Lamble**  
**Chairman**

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