



Bella Vista Waters Neighbourhood Watch



HIGHLAND
SECURITY SERVICES

1300 445 263

10th YEAR ANNIVERSARY NEWSLETTER

10th September 2018

Greetings to all BVW residents,

As the BVW Estate has become more established and residents are now taking more responsibility for their own security arrangements, these changes, together with the introduction of the Highland Security patrols in our Estate, have resulted in a dramatic reduction in break and enters, vandalism and anti social behavior over the past 10 years.

Whilst this is excellent news to report, it makes it increasingly difficult to write an interesting and informative newsletter each quarter when there is very little news to report. Accordingly, for all of these reasons, it has been decided that the time has come to cease producing, printing and hand delivering a newsletter to all BVW residents on a quarterly basis.

Having said that, accompanying this letter is a 10th Year Anniversary Newsletter which is a summary of the events and milestones that have been achieved over the past 10 years since we first commenced the Highland Security patrols back in May 2008.

This will be the final Newsletter that will be printed and hand delivered to BVW residents.

Security Alerts and other security related information that is deemed to be important to be passed on to residents will continue as the need arises, but this information will only be sent via email to residents that have provided us with their email addresses.

If you are reading this letter and have received it in your letterbox, but have not received it by email, then it is obvious that I do not have your email address.

If you wish to be added to the other 490 BVW residents on my database who receive Security Alerts and other security information as the need arises, please contact me on one of the contact numbers below.

I can assure all BVW residents that any of your personal contact details that are stored on my database will not be used for any purpose other than communicating BVWNW security information to you and will only be emailed in the Blind Carbon Copy (BCC) format to ensure your privacy.

My thanks to everyone who has been part of the journey over the past 10 years.

Regards,

Jeff Grey

0425 834 908

twogreys@bigpond.com



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SECURITY SERVICES

10th YEAR ANNIVERSARY REVIEW

10th September 2018

This newsletter celebrates the 10th Year Anniversary since we first commenced Security Patrols in May 2008.

In my possession I have all the copies of the minutes of the past 44 formal meetings as well as all 41 copies of the past Newsletters.

Accordingly, I felt that it would be worthwhile revisiting those past archived documents and chronicling for posterity, the events and milestones that have been achieved over the past 10 years.

2008 Original Beginnings

In May 2008, a public meeting was held at Shanthi Bala's office in Bella Vista by the organisers, Tom and Rabia Pelon, Wayne and Laurell Knight.

The meeting was attended by over 150 BVW residents who had been outraged by

the number of break and enters that were taking place in the new BVW Estate and which culminated in 24 break and enters in just the month of April alone.

The outcome of this meeting was that we should make our own arrangements to provide additional security for all BVW residents and to put an end to the chaos of the consistent break and enters that we were then being subjected to on a regular basis.

The end result was that we engaged Highland Security to patrol all of our streets on a nightly basis.

The Gremmo family generously funded the first 6 week's patrols until we were able to arrange our own long term funding.

Back in 2008, there were only 25 streets comprising 260 occupied homes, so a resident from each

street volunteered to be the facilitator and to door knock every resident in their street seeking a \$40 donation to fund future Security Patrols.

The results were overwhelming! The number of residents who contributed was 234 out of 260 residents, a 90% success rate.

Crime Statistics

Before we engaged Highland Security to commence Security Patrols in the BVW Estate, there were **24 break and enters reported in April in just the one month!**

When Highland started patrolling the Estate in May 2008, these **break and enters had been reduced to NIL in the following year.**

Without doubt, the Security Patrols have proven to be the main deterrent in reducing the number of break

and enters over the past 10 years with just 2 break and enters recorded in 2017 down from the highpoint of 28 recorded in 2008.

Formal Meetings

The first meetings were chaired by Tom Pelon and were held on a monthly basis from May through to August 2008 at Shanthi Bala's Sales Office at Bella Vista.

Subsequent meetings were then held at Hillsong's meeting facilities for the next 2 years. By this time, quarterly meetings had been introduced as things had settled down and the need for monthly meetings was no longer necessary.

Quarterly Newsletter

The first issue of the quarterly newsletter then titled Feedback was printed in July and was distributed to all homes in BVW by street facilitators. Issues 2 and 3 followed in September and December 2008.

BSAFE Incorporation

In September 2008 we commenced work on setting up our group as an Incorporated Association to give our

facilitators financial and liability protection. A committee of 8 residents was formed with Tom Pelon as the first president.

In October 2008, the incorporated process was completed and was registered as BSAFE Incorporation Association (**BVW Security Awareness For Everyone** or **BSAFE** for short) A bank account was also opened at the Westpac Bank at the same time at Norwest.

Welcome Packs

In October 2008 we commenced adding our BSAFE leaflets in with the Norwest welcome packs that were then in use.

This shared practice continued until June 2010 when we then went solo with our own dedicated BVWNW welcome packs.

Neighbourhood Watch Accreditation

In December 2008, the topic of joining the NSW Neighbourhood Watch was first raised.

The decision was then made to proceed with membership and work commenced with lodging the necessary

application forms, including the Police checks on all 25 street facilitators to ensure that they had a clean record and were of good character.

2009

BVWNW Membership

In June 2009, Tom Pelon resigned and Michael James was elected as the second president of BVWNW.

In August 2009, we became an accredited member of the Neighbourhood Watch program and were duly registered as Bella Vista Waters Neighbourhood Watch or BVWNW for short.

The NHW program is sponsored by the NSW Police and one of the great benefits is that the liability insurance for our facilitators is now covered by the NSW Police, thus saving us around \$2000 p.a.

Inaugural AGM

In November 2009, we held our first annual general meeting at Hillsong's meeting rooms. Conducting an AGM was one of the requirements of the NSW Police for us to be members of NHW

2010

New Meeting Venue

In September 2010 we moved our meeting venue from Hillsong to Norwest's Sales Office in Edgewater Drive

BVWNW Funding

In September 2010, it was seen necessary to increase the quarterly contributions from \$40 to \$50 to ensure the long term financial viability of the security patrols.

The security patrols had been generously subsidised by Norwest Land (now Mulpha Norwest) by 50% for the first 4 years.

This was then reduced to 25% in 2013 when most of the land was already sold.

In November 2013, Norwest advised us that they would cease subsidising our security patrols at the end of 2013, after 6 years of wonderful financial support.

Today, the quarterly contributions for the security patrols still remain at \$50 despite incremental increases in charges requested by Highland Security for the security patrols.

NHW Signs on Posts

In December 2010 we were successful in obtaining a \$942 grant from the Hills Council for community groups.

This grant was used to pay for the supply and installation of 10 metal posts positioned on walkways around the Estate, to which 20 NHW signs were then mounted back to back.

2011

Second AGM

In January 2011, the second AGM was held at Norwest's Sales Office when Michael James resigned and Jeff Grey was elected as the 3rd president of BVWNW.

2012

Making Quarterly Payments by D/Debit

In March 2012 we introduced Direct Debit payments as an alternative method for residents to make their quarterly contributions.

This was an instant success with over 60 residents signing up by the end of the year.

Today, direct debits account for 90% of all contributions received by BVWNW.

Reflective Kerbside Street Numbers

In September 2012, we purchased a quantity of reflective street numbers that were mounted on green painted metal plates. These were installed on the kerbing outside the homes of all current BVWNW members.

These numbers facilitate identifying addresses both in the daytime and after dark for ambulances, Police and other emergency vehicles and services.

As new residents move into the Estate and join BVWNW, a new street number is installed to the kerb outside their home.

Today there are 385 of these reflective street numbers installed in the BVW Estate.

Eyewatch and VandalTrak on facebook

In November 2012, the NSW Police launched 2 new initiatives.

Eyewatch's emphasis is on preventing crime in the local area, whilst **VandalTrak** is focused on preventing graffiti by identifying the tags that are left on show.

2013

New Meeting Venue

In February 2013, we moved our meeting venue from Norwest's Sales Office to Highland's offices in Gladstone Parade.

Anti-Theft Number Plate Screws

In September 2013, we purchased a quantity of stainless steel anti-theft number plate screws that are designed to protect number plates from being removed without a special tool.

These were attached to BVW resident's vehicles at no cost to BVWNW members.

Back to Base 24/7 Monitoring

In November 2013, we launched an ambitious program jointly with Highland to offer all BVW residents the opportunity of having their homes monitored 24/7 with a back to base service at greatly reduced prices.

This has proven to be an immediate success with in excess of 190 residents taking up the offer, which was only made available to BVWNW members.

2014

Photo I.D Cards

To identify themselves to residents, photos of all current committee members were taken and then printed onto cards with their names and the NHW logo.

These were also made available to facilitators who wanted to wear one on a lanyard when visiting new residents in their streets.

2015

Reflective Street Numbers

In May 2015, our supplier of reflective street numbers in Melbourne advised us that they were closing their business and offered us the first option of purchasing their remaining stock at clearance prices.

Accordingly, we did buy the remaining stocks to ensure that we had sufficient numbers to continue on with in the future.

Increased Back to Base Monitoring Fee

In June 2015, it was necessary to increase the quarterly back to base monitoring fees from \$50 to \$60.

These fee increases, along with other cost saving initiatives were required to fill the revenue shortfall after Norwest ceased subsidising our patrols at the end of 2013.

Back to Base Warning Signs

In August 2015, we purchased a quantity of adhesive backed A5 sized warning signs to alert would be burglars that the home was being monitored 24/7 by Highland.

These were given to all BVWNW members who had their homes monitored 24/7 by Highland so that they could install them near their front door entry.

Public Liability Insurance Cover

In November 2015, we finally received the official documentation from the NSW Police confirming that our street facilitators were covered for accidents by the NSW Police.

2016

CCTV Camera Surveillance Network

In May 2016, we sought the support of all BVW residents who

had security cameras installed at their home by inviting them to join our CCTV camera surveillance network.

Should the need arise, we now have a growing network of residents who are prepared to share their recorded footage on an at need basis.

Permaconn Rollout

In December 2016, we launched a campaign aimed at the residents who already had back to base monitoring, to now consider installing a Permaconn GSM transmitter to their alarm system.

These transmitters would be necessary to send a signal to Highland if and when they connected their homes up to the NBN fibre optic cabling when it was due to be rolled out in our Estate in the first half of 2017.

2017

Electrical Timers

In March 2017, we purchased 400 timers and delivered one to the home of every BVWNW member to encourage them to use the timers to activate lighting when they are away from

home, to give the impression that someone was actually still at home.

NBN Rollout in BVW

In June 2017, the NBN was finally available in our estate to enable all BVW residents to connect to the newer fibre optic network.

Residents with back to back monitoring were previously advised in the December 2017 Newsletter to install a Permaconn transmitter to their alarm system to allow the signal to be transmitted back to Highland's Offices.

2018

Current Number of BVW Home Sites

In July 2018, there are currently 532 occupied homes with another 27 homes at various stages of construction.

There are also 43 vacant blocks of land yet to be built on.

When fully built out, the BVW Estate will consist of 602 homes.

Note that these house numbers exclude the homes situated in The Pointe, Waterstone, Macarthur Ridge and Lindenwood enclaves.

Current BVWNW Membership

In June 2008, we had 234 members from 260 occupied homes, which represented a 90% success rate.

In June 2018, we have 385 members from 532 occupied homes, which now represents a 72% success rate

Current Number of Street Facilitators

In June 2008, we had 25 facilitators, one for each of the 25 streets that were completed. In July 2018 we now have 17 facilitators in the 33 streets that are now completed.

Emails Addresses of BVW Residents

Today, I have the email addresses of 490 BVW residents on my database, out of a total of 532 residents.

These are then sorted into 33 group emails, one group email for every street in BVW.

These group emails allow me the flexibility to send security alerts to any, or all streets in the BVW Estate as the need arises.

Jeff Grey
0425 834 908
twogreys@bigpond.com