WELGEVONDEN
ESTATE

Welgevonden Estate Emergency Evacuation Plan

This consolidated plan explains how residents, visitors, staff and contractors should respond when an emergency requires evacuation of your house, a building, part of the estate or the whole estate. It combines the supplied evacuation map, resident emergency procedures and emergency contact register. Protect life first and follow emergency services' instructions.

Immediate action for residents

1. Report the emergency

Call the relevant emergency service immediately when urgent assistance is needed. Notify Security on **021 889 5209 or 076 440 0558**. Give your name, callback number, street and house number or landmark, the hazard, and details of anyone injured, trapped or missing.

2. Leave the danger

Evacuate immediately if you are in immediate danger. Do not wait for an estate message. Otherwise follow official instructions to evacuate or shelter indoors.

3. Use a safe route

Use the route communicated by emergency personnel or Security. Avoid the incident, smoke, floodwater and restricted areas. Do not assume the nearest assembly point or gate is safe.

4. Go to the instructed destination

For a local evacuation, report to the designated safe assembly point. For an estate evacuation, use the instructed safe exit and proceed to the onward destination communicated at the time.

5. Report and remain available

Account for your household and visitors. Report missing people and their last known location to Security or the assembly coordinator. Do not go back to search.

6. Wait for the all clear

Do not return until emergency services authorise re-entry and Estate Management or Security communicates that instruction.

Take essential medication, identification, telephone and keys only if readily accessible. Do not delay escape to collect belongings. Assist children and people needing help where safe and necessary. Keep roads, gates and emergency access routes clear.

Evacuation coordination

Activation and control

The Estate Manager or designated deputy coordinates the estate response with Security until emergency services take operational control. Emergency services' safety instructions take precedence. Security must escalate without waiting for management if life is at risk.

Role	Evacuation responsibilities
Security Control Room	Receive reports; call or confirm dispatch of emergency services; notify Estate Management; maintain an incident log; relay instructions and guide responders to the incident.
Estate Manager or designated deputy	Coordinate HOA resources and resident messages; liaise with emergency services; confirm affected areas, safe assembly points, exits and onward destinations with responders.
Security personnel	Keep emergency routes clear; control access and traffic as directed; guide residents and responders. Report blocked exits, changing hazards and assistance requests. Do not enter danger to conduct searches.
Designated assembly coordinators	If appointed and safe to deploy, record arrivals by household or group, assistance needs and missing persons. Pass information to the Control Room; keep groups informed.
Residents and occupiers	Follow instructions; assist dependants safely; account for household members, visitors and domestic workers; report status and missing persons.
Facility and contractor supervisors	Evacuate their groups from affected facilities or work areas and report attendance and missing persons to Security.

Control centres

Primary control centre: Security Control Room, as shown on the supplied map. Secondary control centre: Estate Office or conference room, as labelled on the map. Its current location and suitability must be confirmed before adoption. If either centre is unsafe or inaccessible, communicate an alternative safe coordination location.

Choosing the scale of evacuation

Emergency services, supported by Estate Management and Security, determine whether to evacuate one building, a section or the whole estate. They must assess the hazard, safe routes, assembly areas, exit availability and the risk of moving people. Residents in immediate danger should leave without waiting for this assessment.

Warnings and movement

Assembly points and estate exits

The supplied map in the final annexure marks five resident assembly points and estate evacuation points at the R304 and R44 entrances. The map is a location reference; it does not show approved incident-specific evacuation routes. Assembly points within the estate are not necessarily safe during a whole-estate emergency.

- Use only the assembly point and exit confirmed safe for the incident. If the directed route becomes unsafe, move away from danger and report your location when safe.
- If leaving the estate, continue to the communicated safe destination. Do not assemble in a gateway or on the R304 or R44 roadway.
- Security must confirm which gates are usable, arrange safe opening in a power or access-system failure, and keep responder access clear. Use another gate only when confirmed safe.
- Follow the transport instructions given. Where vehicles are used, keep traffic moving as directed, avoid blocking intersections and do not stop to watch the incident.
- If you cannot evacuate safely, tell Security your exact location, number of people, hazard and assistance needed. Follow emergency call-handler instructions.

People needing help, pets

Households should plan assistance for children, older residents and people with mobility, sensory or medical needs. Notify Security promptly if assistance is required; do not assume it has been arranged. Keep pets on leads or in carriers where possible, without delaying escape or placing people at risk.

Accountability and re-entry

Report your address, people present and anyone unaccounted for at the safe assembly point. If you leave directly or cannot reach it safely, report your status and location to Security when safe. Coordinators should reconcile reports and refer missing-person information to emergency services. Only emergency services may authorise searches in hazardous areas and confirm when re-entry is safe.

Actions for specific emergencies

House or veld fire

Raise the alarm, call Fire Services and notify Security. Leave immediately if threatened. Warn others if safe and close doors behind you where possible. Stay away from smoke, flames and emergency operations. Never re-enter a burning building or attempt to fight a spreading fire. Use the safe route and destination communicated for the incident.

Flooding rising river or suspected dam wall failure

Report rising water, unusual dam-wall damage or flooding immediately. Move away from the dam, riverbanks, drainage channels and low-lying areas. Move to safe higher ground when threatened or instructed. Never walk or drive through floodwater. An assembly point near water or a drainage route must not be used unless confirmed safe.

Armed robbery or security threat

Avoid confrontation. Do not resist, pursue or attempt to apprehend suspects. When safe, contact SAPS and Security. Follow instructions to shelter indoors or evacuate by a safe route. Do not move towards the incident or assume a general outdoor assembly instruction is appropriate.

Bomb threat or suspicious object

Do not touch, move or investigate the object. Move away and warn others from a safe distance. Notify SAPS and Security from a safe location. Follow police instructions on evacuation, exclusion areas and assembly locations.

Medical emergency or drowning

Call an ambulance immediately and notify Security so responders can be guided to the correct location. Give first aid or CPR within your training and follow the emergency call handler's instructions. Do not enter the dam or pool for a rescue unless appropriately trained and equipped. Keep the area clear; wider evacuation is required only if there is a continuing hazard or responders instruct it.

When instructed to shelter indoors

Remain in a safe building and follow the specific instructions issued. For a security threat, lock doors and windows where appropriate and stay away from windows. Keep your telephone available and monitor official estate messages. Leave if remaining presents an immediate danger, using the safest available route.

Conduct during an emergency

- Follow emergency services and authorised estate representatives. Do not enter restricted areas, follow emergency vehicles or gather as a bystander.
- Share only verified official instructions. Avoid posting sensitive incident details or rumours on social media or resident groups.
- Estate Management communicates with the media on behalf of the HOA. Report hazards and changing conditions to Security.

Emergency contact register

Numbers below are reproduced from the supplied contact register and have not been independently verified. The HOA must confirm them before circulation and maintain an accessible current copy. In an emergency, call the relevant service directly and notify Security; do not assume a report to Security alone has dispatched assistance.

Service	Telephone
Welgevonden Security Control Room	021 889 5209
Welgevonden Security Control Room mobile	076 440 0558
Welgevonden Estate Office	021 889 5450
Fire Department	021 808 8888
Ambulance Metro	021 937 0500
ER24	084 124
Netcare	082 911
SAPS Cloetesville	021 888 5940 / 021 888 5941 / 079 894 0110
SAPS Stellenbosch	021 809 5000 / 082 522 1912
Traffic and Law Enforcement	021 808 8890
Provincial Hospital	021 808 6100
Mediclinic	086 133 8777
Municipality	021 808 8215 / 021 808 8957

Service	Telephone
Municipality WhatsApp	076 951 0768
Municipality after hours	021 808 8890 / 021 808 8891
Animal Welfare	021 883 9129

Save the emergency numbers in your phone and keep a printed copy accessible. Give your exact location and a nearby landmark when calling for help.

Annexure Estate Evacuation Map

Use only the assembly points and exits once confirmed safe by Estate Management or emergency services.

