



The Blue Light Mystique & The Inside Job



A lot of people came to live or bought properties in the Hangklip area to enjoy nature and get away from the city with all of its irritations like lights and noise. Some areas, especially those without street lights, are excellent to enjoy the wonders of the starlit heavens on a clear night. The last couple of years a new type of night time display made its appearance - the alarm lights. At first it was unobtrusive dull red lights that could not be seen beyond the other side of the road. Later on, the brilliant blue LED made its debut and from then on the area was transformed with a nightly display of a blue milky way. Some people loath them, others swear by them and this is where the problems lies. Some people are under the impression that the blue light acts as an alarm system in itself almost like a blue force field protecting the property; others have even accused the security companies that their house was burgled because the blue light is not working. The simple fact is that it is merely an indicator light and has no hidden powers. Lots of properties have shining blue beacons without any form of alarm system attached to it. People tend to underestimate the intelligence of criminals; they know exactly when your system is armed and when you forgot to do it.

Premises destined to be burgled are usually watched for a period of time before the deed is done and they know instantly when the system is not switched on as they simply watch the ever present blue light.

Criminal intelligence brings me to the next point – the inside job. ASK Security and I'm sure lots of other security companies have been accused of the dreaded inside job where it seems that the intruders knew exactly where the detectors were, how they work and where valuables like flat screen televisions are. This is actually much easier than you think. People sit and watch TV at night and, even with closed curtains, the colorful glow of the TV screen can clearly be seen from the outside. Similarly the layout of detectors could easily have been noted by anyone having been in the house for whatever purpose previously.

Compromising one's own security by having pet friendly detectors installed poses a similar problem. Criminals note that there are dogs or cats in the house and know that detectors are set up to accommodate these pets. To know how these things work is not a case of being employed by a security company.

Everything is freely available to all on the modern marvel of the world wide web where websites even explain in detail how to circumvent certain detectors and equipment. All of this clearly shows that there are no guarantees in the security industry and the aim is to stay vigilant and try to keep a step ahead of the criminal elements.

by Regardt Heidmann

Beskerm huis en haard só teen kragprobleme

Beurtkrag kan selfs die mees waaksame en verantwoordelike huiseienaar onverhoeds betrap. Maak seker hoe jou korttermynversekering huis en haard dek as daar by jou ingebreek word juis omdat die sekuriteitstelsel weens beurtkrag nie werk nie.



Diefstal

Dit is dikwels 'n vereiste in versekeringspolis dat 'n huisalarm aan 'n sekuriteitsmaatskappy se reaksie-eenheid gekoppel is en geaktiveer word wanneer niemand tuis nie. As die alarm nie afgaan tydens 'n inbraak nie, is dit moontlik dat die eis verwerp gaan word.

Lizette Erasmus, hoof van portefeuljebestuur by IntegriSure, sê dis gewoonlik 'n kontraktuele vereiste in hoërisiko-woongebiede of as die waarde van die huisinhoud hoog is, byvoorbeeld meer as R500 000.

Dalk kan die polishouer 'n afslagvoordeel op sy huisinhoudpremie kry juis omdat daar 'n gekoppelde alarmstelsel is.

As die alarm dan nié tydens 'n inbraak geaktiveer is nie, is die kans goed dat die eis afgewys sal word.

As beurtkrag egter die vlieg in die self was, is dit moontlik dat die versekeraar sy kliënt die voordeel van die twyfel sal gee en die eis gedeeltelik of selfs ten volle sal uitbetaal.

Dit hang van elke versekeringsmaatskappy se beleid af en sal onderworpe wees aan sekere voorwaardes. Volgens Erasmus kan daar byvoorbeeld 'n sekere persentasie van die uitbetaling afgetrek word.

“Daar moet geen nalatigheid of roekelose optrede deur die polishouer wees nie,” sê Elmarie Twilley, woordvoerder van Virseker.

As polishouer moet jy dus jou plig nakom om jou huis veilig te hou. Dit beteken dat die alarmstelsel gereeld gediens word en dat die rugsteunbattery in 'n werkende toestand is.

Om jou veiligheid te verbeter, is dit moontlik om 'n bykomende battery te koop wat aan jou alarm gekoppel word. “Kry ook rugsteunbattery vir jou veiligheidshekke,” sê Erasmus.

Dis ook raadsaam om 'n rugsteunbattery vir motorhuisdeure aan te skaf wat sal inskop as die krag afskop.

Wees Veilig

As jou alarmstelsel nie 'n rugsteunbattery het nie, moet jy baie versigtig wees.

Twilley meen dis die moeite werd om 'n mobiele paniektoestelletjie te koop wat met batterye werk en aan 'n doeltreffende noodreaksie-eenheid gekoppel is. “As jy van 'n koordlose foon afhanklik is, sal dit ook nie werk tydens 'n kragonderbreking nie. Hou jou selfoon byderhand.”

Kontak jou regstreekse versekeraar of makelaar en vra hoe jy steeds teen inbraak verseker kan word as die sekuriteitstelsel nie geaktiveer is nie.

Dit is volgens Erasmus veral belangrik as die alarmstelsel 'n kontraktuele vereiste is en daar gereelde beurtkrag-afsluitings in jou woonbuurt verwag word.

“Vind uit wat die alternatiewe is om steeds gedek te word, al is jou alarm af. Dit kan byvoorbeeld onderhewig aan 'n hoër bybetaling wees as daar 'n insident is. Jy kan die alarm weer laat opsit wanneer die kragtoevoer stabiliseer,” sê sy.

As die gekoppelde alarm 'n afslagvoordeel is, is dit moontlik om dit van die polis af te haal. “Die polishouer sal dan diefstaldekking hê ongeag of die krag af of aan is, al is hy die afslagvoordeel kwyt.”

Indien dit 'n polisvereiste is dat jou motorhuis 'n toesluit- of elektroniese deur het, moet jy ook die versekeraar vra hoe gemaak as jou motor tydens 'n beurtkrag-afsluiting gesteel word omdat die elektroniese motorhuisdeur nie ordentlik toegegaan het nie.

Ook hier sal baie versekeringsmaatskappye hul kliënte tegemoet kom, mits hulle verantwoordelik opgetree het.

Elektroniese Toerusting

Dekking vir skade aan elektroniese toerusting weens kragstuwings is gewoonlik nie standaard nie. Die meeste versekeringsmaatskappye bied dekking teen kragstuwings as 'n uitbreiding op die huisinhoudpolis. Dit is jou verantwoordelikheid om daarvoor aansoek te doen en dit sal 'n bykomende premie behels.

“Versekeringsmaatskappy sal elke eis weens kragstuwings op sy eie meriete oordeel. Verbruikers moet hul polisdokumente nagaan om te sien of hulle wel dekking het,” sê Twilley. Volgens haar beskuldig kragstuwings veral sensitiewe elektroniese toerusting soos rekenaars, TV's en DVD-spelers.

Prop dus eerder sulke toerusting uit as dit nie gebruik word nie. “As die krag aangaan, moet alle elektriese toerusting geleidelik aangeskakel word, want skielike hewige verbruik kan weer die elektriese voorraad ontwig en die afsluiting verder verleng,” sê sy.

by Leticia Watson

Die Burger Vrydag 06 June 2014

Important Requests

by Martha van der Westhuizen

Een van die grootste probleme wat ons ondervind is dat wanneer ons betalings ontvang, dat daar geen óf die verkeerde verwysings op die betalings is. Ons vra asseblief dat indien u betalings doen om asseblief u rekening nommer te gebruik as verwysing en indien u dit nie het nie, dan asseblief u huisadres of die faktuur nommer. Om net u van te gebruik skep ook 'n probleem, want ons het meestal meer as een kliënt met dieselfde van.



Dit sal ook hoogs waardeer word dat, indien u 'n epos adres aangeskaf het, dit asseblief aan ons deur te gee. Dit maak kommunikasie net soveel beter, en dan kan ook meer kliënte ons nuusbriewe ontvang.

Wanneer u selfoonnommer, posadres of telefoonnommer verander, ons ook asseblief in kennis te stel. Dit maak dit net soveel makliker om u te kontak en posstukke by u uit te kry.

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Technical Problems and Solutions

by Christiaan Jordaan

Most problems that occur between clients and technicians are due to misunderstandings. We urge clients to listen to and take to heart what our trained technicians have to say.

A few of the most common problems that we as technicians encounter are ants that are attracted by the heat make nest in the in detectors/eyes. This causes the alarm to continuously activate while armed. Clients can help prevent this by spraying insect repellent around the detectors or by placing mothballs on the detectors.

Another issue is alarm system batteries that are running low. System batteries are very important as they are what power your alarm system during power failures. If your battery is already weak, it will not be able to support your system during the next power failure. Just like any other battery, alarm system batteries do not last forever – amps fall, voltages drop, the acid leaks out – there are multiple reasons for batteries running low. Multiple and long lasting power failures will also cause batteries to run out faster. Having outdoor beams and a vast amount of indoor detectors is also another factor that influences battery life and we recommend a power pack to supply enough power to the panel to support the alarm system. A second (back-up) battery can also be installed to ensure a higher possibility of a functioning system during power failures. We request of our clients to have technicians come out to check the batteries annually.

We find that a lot of our clients are having beams installed as it can be activated separately from your inside detectors and therefore enables you to move around freely inside while still having protection outside.



However, if clients move around outside and do not disarm the beams, our response officers receive a lot of false alarms. Another factor to keep in mind is that pets, plants or anything that can obstruct the beams will activate the beams and we ask clients to keep pets inside or enclosed away from the beams when they are armed. Clients need to communicate with our technicians to ensure beams are installed in the correct area and in such a way that there are no obstructions to prevent the beams from fully functioning.

The above mentioned are only a handful of difficulties that technicians and clients face in the alarm industry. We ask clients to report any faulty systems and/or problems regarding the alarm systems immediately and directly to the technical department at Head Office. We also ask the clients' full cooperation to ensure issues are resolved as soon as possible and to the best of our abilities.



The Implementation...

by Wayne Kruger and Johan Pretorius

The acquisition of new staff members is an ongoing process within any company operating in the security industry.

The training in specific skills required for the tasks in the field, together with orientation with regards to the structure and layout of each of the four towns in which ASK Security provides its services, is an often overlooked aspect when it comes to the total structure of the company as a whole. Time, effort and a considerable amount of financing go into making sure that each staff member is properly orientated to meet the requirements of his/her position held within the company.

In the response sector of ASK, our Rooi Els clients will be pleased to know that there are now two response personnel that are operational and have been allocated respective shifts for that particular area. We as a company understand the needs of the respective communities in which we operate and Rooi Els is no different as it too suffers from crime.

Ons wil ook onder ons kliënte se aandag bring dat ons Hangklip-Kleinmond area oor die afgelope paar maande erg deurgeloopt het met diefstalle, huis-inbrake en motor inbrake. Die meeste goedere wat gesteel word sluit waardevolle items in soos selfone, skootrekenaars, rekenaar skerms, televisies en ander elektroniese items. As u verdagte mense of enige verdagte aktiwiteite in u omgewing sien, kan u ons skakel en ons sal kom kyk. Ons kan nie altyd die verdagtes konfronteer of aanspreek nie, maar ons kan dan die SAPS ontbied en vir hulle help met die situasie.

Die publiek moet ook verstaan dat 'n sekuriteitsfirma net magtiging oor sekere situasies het, byvoorbeeld - ons kry baie oproepe, veral in Betties Baai, waar mense ons bel en kla oor mense wat hard musiek speel of geraas maak en vra dat ons hulle moet kom stil maak. Ons het nie die magtiging om in dié situasies op te tree nie; vir sulke tipe klagtes kan die SAPS of wetstoepassing geskakel word.

Response officers are for the most part allocated to their respective branches, but opportunities arise for these staff members to work in other areas as well. The ability for staff members to be able to function in different environments as well as adapting to changing conditions is an important strategy which will ultimately lead to a stronger company.

Even the managerial staff are quite capable response officers in their own right with plenty of experience behind them and the ability for a manager to work in the field ultimately provides a manager with greater insight into the challenges that staff members face while on operational duty. In this way important decisions can be made with regards to the implementation and orientation of staff as a whole.

PS - We urge clients to still be vigilant about crime, and to be on the lookout; criminals are using all sorts of techniques these days to deprive the innocent and the elderly of their valuables, by impersonating security personnel, DSTV installers, and so forth. Therefore, ask for ID as confirmation, and/or phone the company to confirm whether they really are who they say they are.

“Simply put, it is possible to have convenience if you want to tolerate insecurity, but if you want security, you must be prepared for inconvenience”

by General Benjamin W. Childlaw – December 12. 1954



This has been a year for change, and improvements, and only half way through the year and I can say it can be seen, the turnaround has begun, and this change is happening within the company, within our area and within our clients. We are all becoming more security conscience about our own security, the security of our neighbours and in general, which is good to see, because this will in the long run win the fight against crime. And we thank you for your support – **ASK Security**

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