



**ARABELLA COUNTRY ESTATE**  
**HOME OWNERS ASSOCIATION**

31<sup>st</sup> July 2009

On 1<sup>st</sup> July 2009, Alexa Security commenced services as the new security service provider on Arabella Country Estate and they have wasted no time in tightening up security.

The improvement in service levels, professionalism and general appearance has been remarkable. To date the following has been addressed:

- Improved communication between all parties concerned, we also receive regular and continual input and access to the senior management.
- Training :
  - All guards attending re-training with regard to their grading
  - Internal monthly training program in place
- Procedures revised and implemented
- Access and egress control improved on, with emphasis on contractors and the searching of vehicles
- Call card system – a card will be attached to the door handle of any house the security staff visit, advising the homeowner that they were there and the reason for the visit.

Raymond Palm is the Estate Security Manager and he comes with an extensive security back ground and we look forward to our association with Alexa.

We look forward to a long and prosperous relationship.

Regards

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Estate Manager

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