



**Subject: Cradle Ridge Estate WhatsApp upgrade.**

Dear Cradle Ridge Estate Resident,

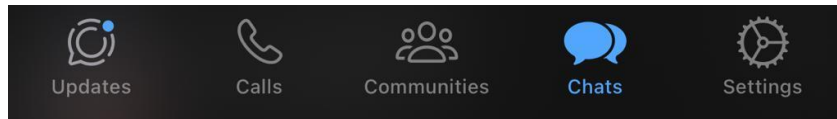
Due to several issues that have been brought to the attention of the Estate Board of Directors the decision was made to upgrade the existing WhatsApp Group to a WhatsApp Community consisting of four dedicated channels.

We would like to take this opportunity to thank Mr Isaac Ododo for his proactive action in creating the existing WhatsApp group.

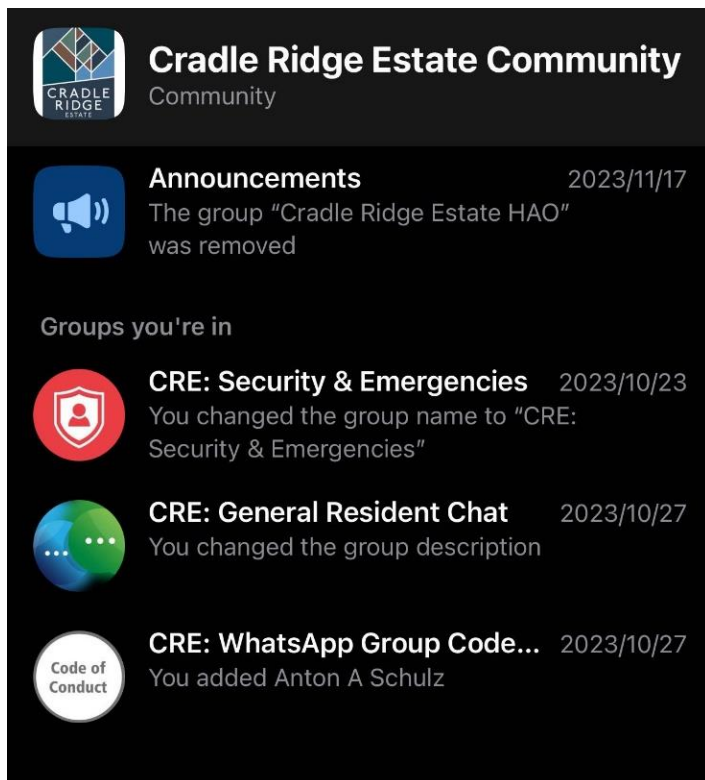
The reasons for the upgrade are as follows:

- The current WhatsApp group does not comply with the POI Act resolution as approved at the recent AGM.
- South African law places a code of conduct and various legal requirements surrounding the operation of such groups on the participants. We believe it would be easier to adhere to these by upgrading from a WhatsApp group to a WhatsApp community.
- Dedicated channels within the WhatsApp community will give participants the ability to mute channels they are not interested in receiving notifications from.
- Administration of access to the channels and by extension Estate related information will be easier through the WhatsApp Community functionality.
- Members of a WhatsApp community announcement group can only see the total number of participants in a community, not their contact information. In future WhatsApp will update Communities with more security features.

The good news is that as a participant you do not need to install anything other than your existing WhatsApp on your device. As seen in the image below, Communities is already a part of WhatsApp.



Once the "Communities" icon in WhatsApp is selected, you will see the Cradle Ridge Estate Community channels.



Community allows for multiple channels; we have created the following:

1. **Announcements** is where urgent messages and copies of official HOA emails will be sent to all participants within the community. Only admins will be able to send announcements, and replies have been disabled.
2. **CRE: Security & Emergencies** will include the guard house and contacts from the Estate security provider. This channel should only be used for any security or emergency related messages, helping security to easily find and respond to messages intended for them.
3. **CRE: General Resident Chat** should be used for anything residents want to share amongst one another. The security providers will not be added to this channel.
4. **CRE: WhatsApp Code of Conduct** is where you can find the latest copy of the Cradle Ridge Estate Communication and Social Media Platform Code of Conduct.